



SHORTER COLLEGE JOB POSTING

Company: Shorter College

Job Title: IT Professional

Department: Workforce Reimagine Grant

Status: Exempt

Start Date: Upon completion of Drug Test and Background Checks

Location: North Little Rock, AR

Salary Expectations: Commensurate with Experience and Education

Work Schedule: 40 hours a week

SUMMARY AND ESSENTIAL DUTIES:

The IT professional will assist students and staff with any issues related to hotspots, laptops, access to the classroom, creation of their profile, and email. The IT professional will be able to service the technology needs of the students and faculty by:

- Review diagnostics and assess the functionality and efficiency of systems
- Implement security measures
- Monitor security certificates and company compliance of requirements
- Offer technical support to company staff and troubleshoot computer problems
- Install and update company software and hardware as needed
- Anticipate and report the cost of replacing or updating computer items

EDUCATION and EXPERIENCE:

- Bachelor's degree or Certifications in Computer Science, Information Technology or a related field
- Minimum of two years of experience in a technology field
- Experience setting up and troubleshooting various technical equipment such as laptops, video conferencing systems, mobiles, etc.
- Working knowledge of relevant operating systems, software and programming
- Excellent problem-solving and critical thinking skills
- Keen attention to detail
- Good organization, time management and prioritization
- Effective communication skills, including speaking, writing and active listening
- Great customer service and interpersonal skills

LANGUAGE SKILLS: Must have effective communication skills with a proven ability to foster collaborative efforts within a diverse community. Able to use technology to communicate, manage and analyze data.

REASONING ABILITY: Ability to effectively present information and troubleshoot technical issues.

CERTIFICATES, LICENSES, REGISTRATIONS: Not Applicable

WORK ENVIRONMENT: While performing the duties of this job, the employee will work in an office environment on a college campus. Flexible/Adaptable to constant change.

PHYSICAL DEMANDS: Not Applicable

HOW TO APPLY: Applicants may submit a resume and cover letter to humanresources@shortercollege.edu
or Mail to: 604 Locust Street, North Little Rock AR, 72214