



Position Vacancy Notice

Personal Computing Technician, North Hudson Campus

Posting date: August 5, 2021

College Overview

Hudson County Community College (HCCC) is an award-winning, comprehensive urban college serving one of the most historic and ethnically diverse areas of the United States. HCCC students were born in 119 countries and speak 29 different languages. The diversity and the multitude of our community's cultures, life experiences, skills and aspirations, are the very values and traits that empower us to be productive and caring members of our society.

HCCC embodies an unwavering commitment to student success and an intentional focus on diversity, equity, and inclusion. In 2019, the President's Advisory Council on Diversity, Equity, and Inclusion (PACDEI) was instituted to develop new levels of understanding and access and advance the College's commitment to transparency and inclusion. We are proud of the differences we share, which are the foundation for the life changing and transformational education we offer and the social mobility we provide to the communities we serve.

HCCC has three campuses located just minutes from Manhattan: the Journal Square campus in Jersey City and North Hudson Campus in Union City are adjacent to vital transportation hubs; the Secaucus campus has abundant parking. Fully accredited by the Middle States Commission on Higher Education, the College offers courses and classes in a wide variety of disciplines to the people and businesses of Hudson County, one of the most ethnically diverse areas of the United States. The College was recognized with the 2012 Association of Community College Trustees (ACCT) Northeast Regional Equity Award, was one of just five finalists in the U.S. for the American Association of Community Colleges' (AACC) Student Success Award, and was presented with the New Jersey Business & Industry Association's Good Neighbor Awards in 2009 for the Culinary Conference Center, in 2012 for the North Hudson Campus, and in 2015 for the award-winning Gabert Library. In 2016 the Gabert Library was one of three academic libraries in the United States to receive the Excellence in Academic Libraries Award from the Association of College and Research Libraries (ACRL), and in 2019 the Tutoring Center received the Frank L. Christ Outstanding Learning Center Award for Two-Year Institutions. In 2019, the College joined Achieving the Dream as part of its expanding effort toward continuous improvement in student success.

HCCC has partnerships with every major four-year college and university in the greater New Jersey-New York area and beyond, accommodating seamless transfer of credits for further undergraduate and graduate education. Hudson County Community College is proud of its culture of care and invites applications from those wishing to join a community dedicated to promoting student success in all its forms.

Department/Division Introduction

Information Technology Services

Position Summary/Job Description

In response to work orders, provides first-level field technical support, problem analysis and resolution, general technical assistance, and training to computer systems users at our Journal Square Campus in Jersey City, NJ, as well as our North Hudson Campus in Union City, NJ campus and other locations as required. The Personal Computing Technician is required to interact with all levels of employees, management, students, and vendors. The successful candidate will provide telephone, face-to-face, and online support for computer hardware and software support across all campus locations, following existing installation and troubleshooting guidelines. Ensuring the safety of the College's computer systems in accordance with existing security policies is essential. Additionally, the Personal Computer Technician maintains and updates the inventory of computer hardware and software. The successful candidate will maintain a ticket request log, including updating user requests, work performed, and resolution. Performs other related technical support activities, as required. Participates in special projects, as required. Remains flexible and adaptable work schedule and work assignments as defined by organizational and department needs.

Required/Minimum Qualifications

- A minimum of a High School diploma is required. Associate degree with two years of related technical experience preferred. Technical certifications are also preferred.
- Demonstrated ability to interact with a culturally diverse population and to effectively and respectfully function and communicate within the context of varying beliefs, behaviors, orientations, identities, and cultural backgrounds.

Preferred Qualifications

- Windows 7/10
- Microsoft Office
- Computer Hardware and Printers
- Audio/Visual Systems and Collaboration Software (Webex, Zoom, Teams, etc.)
- Apple Macintosh
- Mobile Technologies (Smartphones, Tablets, Chromebooks, etc.)
- Desire to maintain ongoing awareness of technology trends

Applications

For full consideration please send resume, cover letter, salary expectations and a list of three professional references to Kenneth Melewski at kmelewski@hccc.edu, Help Desk Manager.

As a New Jersey First Act Employer, new employees must establish a primary residence in New Jersey within one year unless an exemption applies.

HCCC is an equal opportunity and affirmative action employer. We are committed to ensuring a diverse and inclusive learning and working environment. Decisions on employment are made on the basis of the qualifications of an individual for the particular position being filled.

Women, veterans and minorities are encouraged to apply.

Take Survey