



**Position Vacancy Notice**  
**Personal Computing Technician**  
**Posting date: February 26, 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 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, HCCC serves more than 18,000 credit and non-credit students annually. The College offers more than 60 degree and certificate programs, including award-winning English as a Second Language, STEM (Science, Technology, Engineering and Mathematics), Culinary Arts/Hospitality Management, Nursing and Health Sciences, and Fine and Performing Arts. The HCCC Culinary/Hospitality Management program was ranked number six in the U.S. by Best Choice Schools. Over 94% of HCCC Nursing program graduates passed the NCLEX first time out, placing the program's graduates in the top tier of two- and four-year nursing programs nationwide. In 2017, the Equality of Opportunity Project ranked HCCC in the top 5% of 2,200 U.S. higher education institutions for social mobility. In 2019, the College joined Achieving the Dream as part of its expanding efforts towards continuous improvement in ensuring 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.

The College has been recognized with numerous national and state awards for excellence in student success programming, diversity and equity, educational innovativeness, facilities design, and communications from the Association of Community College Trustees, American Association of Community Colleges, Association of College and Research Libraries, National College Learning Association, National Council of Teachers of English, College Advertising Awards, New Jersey Business & Industry Association, and others.

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](mailto: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**