

## POSITION ANNOUNCEMENT

### INFORMATION TECHNOLOGY SPECIALIST

#### ALABAMA COMMISSION ON HIGHER EDUCATION

The Alabama Commission on Higher Education (ACHE) is soliciting applications for an Information Technology Specialist in the Technology Services Unit (IT). This position reports to the Information Technology Services Manager.

#### **RESPONSIBILITIES INCLUDE:**

- Ability to act as a software tester and to recommend new software packages.
- Installs, configures and upgrades hardware, operating system software and application software.
- Pro-actively anticipates, diagnoses and solves hardware, network, and software problems.
- Maintains a record of all technical support requests and conducts follow-up with any tech requests that have been completed.
- Updates basic webpage links and helps troubleshoot coding issues.
- Assists users with operational questions or problems in the use of computer software applications and hardware.
- Performs administrative/clerical duties.
- Performs other tasks or assumes other responsibilities as may be assigned by the immediate supervisor or the Executive Director.

#### **EDUCATIONAL/KNOWLEDGE REQUIREMENTS:**

- Minimum Education: Bachelor's Degree (preferred).
- Needs to be self-directed and self-motivated.
- Ability to work as a team member or independently.
- Excellent oral and written communication, time-management and organizational skills.
- Communicates and conducts oneself as a professional customer service representative.
- Strong work ethic.
- Attention to work detail.
- Excellent listening and problem-solving skills.
- Familiarity with Windows 7/10, Windows Server 2012, 2016, 2019 environments, cable wiring, wireless and internet technologies.
- Knowledge of Microsoft Office Products (Word, Excel, Publisher, PowerPoint, Outlook) and Office 365 apps (Power BI, SharePoint, Forms).
- Knowledge on Anti-Virus software, Adobe Suite and multimedia applications.
- Knowledge on CMS systems with the ability to read website coding (Java/HTML/XML/DHTML).

**DEADLINE FOR APPLICATIONS:** Open until filled. Review of applications shall begin on January 19, 2021.

**SALARY:** \$44,352.13

#### **PLEASE NOTE:**

- A skills test will be administered to candidates selected to be interviewed.

**TO APPLY:** Submit – (1) Cover Letter (must be an attached letter, not an email), which addresses the specific educational/knowledge requirements outlined above (obvious website generated cover letters or emails are not acceptable); (2) resume and (3) an ACHE Application (found on ACHE website at [ache.edu](http://ache.edu) under “About Us/Employment Announcements”). Failure to provide all three documents will result in your application being considered incomplete. The agency will not contact applicants concerning missing documents. References may be requested of the selected finalist. Emailed applications only.

**SUBMIT TO:** Tim Vick, Director of Operations at [tim.vick@ache.edu](mailto:tim.vick@ache.edu).

For additional information about ACHE visit: [www.ache.edu](http://www.ache.edu)

**THE ALABAMA COMMISSION ON HIGHER EDUCATION IS AN EQUAL OPPORTUNITY EMPLOYER**