



**Position Open Notice**  
**IT Support Technician**  
**Full-time**  
Thatcher, Arizona

**College and Area Information:**

Eastern Arizona College's District Offices are located in Thatcher, Arizona, a beautiful rural area with easy access to arid as well as mountainous recreation. The College is located approximately 125 miles northeast of Tucson and 165 miles southeast of Phoenix. EAC is a comprehensive community college offering five associate degrees across nearly 50 programs of study. Eastern Arizona College is the oldest member of the Arizona Community College system and is fully accredited by The Higher Learning Commission.

**Position Summary and Organizational Relationship:**

The IT Support Technician position is responsible for providing technical support to faculty and staff. They troubleshoot and resolve technical issues related to hardware, software, and network systems. They document and escalate more complex issues to higher-level support staff.

**Required Qualifications:**

Required qualifications to effectively perform job. An equivalent combination of education, training, and experience will be considered.

- Associate's degree in Computer Science, Information Technology, or related field, or a comparable combination of work experience and certifications
- Work experience installing, maintaining, and troubleshooting computers with a Windows operating system.
- Work experience supporting standard desktop applications.
- Self-starter who can work independently and as part of a team with moderate supervision.
- Demonstrated ability to maintain confidentiality as required in the performance of duties.

**Preferred Qualifications:**

- Customer service experience
- Certifications such as CompTIA A+, Security+, or Network+
- Experience installing and supporting Audio/Video systems
- Experience managing projects
- Experience with Point-of-Sale systems

**Essential Functions:**

- Responds to user inquiries and requests for technical assistance via phone, email, or in-person.
- Provides first level desktop support to EAC owned endpoints for staff, faculty, and student computers.
- Provides first level telecom setup and troubleshooting.
- Documents and escalate complex issues to senior technicians or other IT staff as necessary.
- Maintains product life cycle of computer equipment (inventory, support, & disposal)
- Adheres to established service level agreements and customer service standards.
- Assists EAC employees with connecting personal devices to EAC wireless networks.
- Other duties as assigned.

**Knowledge, Skills and Abilities:**

May be representative, but not all-inclusive, of those knowledge, skills, and abilities commonly associated with the job.

- Knowledge of computer hardware, software, and operating systems (e.g. Windows, MacOS, iOS, Android)
- Understanding of network protocols and technologies
- Familiarity with help desk ticketing systems
- Proficient in the use of Windows operating systems, Microsoft applications (including 365 Cloud), and general office equipment
- Ability to diagnose and troubleshoot technical issues with computer hardware, software, and peripherals

- Ability to communicate technical issues and solutions to non-technical users
- Strong customer service skills and ability to work with users of varying technical abilities
- Ability to prioritize and manage multiple help desk tickets simultaneously
- Ability to inventory and track computer hardware and software assets
- Proficiency in configuring and installing software and hardware on end user devices
- Ability to work independently and in a team-oriented environment
- Ability to learn new technologies and adapt to changing technical environments
- Strong problem-solving and analytical skills
- Attention to detail and ability to follow technical procedures and protocols
- Ability to lift and move computer equipment and peripherals
- Ability to work under pressure in a fast-paced environment
- Self-starter who works well under moderate supervision and with close co-worker relationships
- Good computer, typing, and data entry skills

**Physical Abilities:**

Activities commonly associated with the performance of the functions of this job. The physical demands described below are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodation may be made to enable individuals with disabilities to perform essential functions.

- Required to use close vision and be able to focus
- Regularly required to talk and hear; frequently required to sit, stand, and bend at the knee and waist, and walk
- Must be able to have repetitive wrist, hand and/or finger movement to type and work on computer
- Must have finger dexterity and hand-eye coordination to work on computer, telephone, and related office equipment
- Regular attendance is a necessary and essential function
- Subject to standing, walking, sitting for extended periods of time; bending, reaching above the shoulders and horizontally to retrieve files and supplies; kneeling and occasional lifting of objects up to 50 pounds

**Working Environment:**

Environmental or atmospheric conditions commonly associated with the performance of the functions of this job.

- Work is performed in an office environment under general office conditions.
- Exposed to moderate noise levels.

**Application Information:**

Applicants should send a resume, a cover letter addressing each of the required qualifications and describing experience related to the position responsibilities and a signed copy of the EAC application form, available on EAC's website ([EAC Application Form](#)). Application materials can be emailed to [careers@eac.edu](mailto:careers@eac.edu) or mailed to the address listed below:

Eastern Arizona College  
 Human Resources – SS 209  
 615 N. Stadium Avenue  
 Thatcher, AZ 85552-0769

**The submission of all required application materials for the screening committee's review is the responsibility of the applicant. Applicants must be prepared to interview at their own expense.**

**Closing Date:**

The position is open until filled. Review of applications will begin immediately and continue until the successful candidate is identified.

**Compensation and Position Availability:**

The initial position compensation is **\$20.69 per hour**. The anticipated position start date is as soon as practical once the successful candidate is identified.

**Questions:**

Human Resources Department  
 Voice: (928) 428-8915  
 FAX: (928) 428-2580  
 E-mail: [Careers@eac.edu](mailto:Careers@eac.edu)

### **EASTERN ARIZONA COLLEGE IS AN EQUAL OPPORTUNITY/AFFIRMATIVE ACTION EMPLOYER**

Eastern Arizona College is in compliance with Titles VI and VII of the Civil Rights Act of 1964, Title IX of the Education Amendments of 1972, and the Rehabilitation Act of 1973, and does not discriminate on the basis of race, creed, color, national origin, disability, age, or sex in any of its policies, practices, or procedures. This includes, but is not limited to, admissions, employment, financial aid, educational services, programs and activities.

Eastern Arizona College complies with the Jeanne Clery Disclosure of Campus Security Policy and Campus Crime Statistics Act, 20 U.S. Code § 1092(f) and the Higher Education Opportunity Act of 2008, by distributing an Annual Security and Fire Safety Report. The report is intended to inform the campus community of campus safety information, Clery Act crime statistics, on-campus housing fire data and statistics, and policies and procedures relating to sexual violence, emergency response, and other safety factors. A copy of EAC's Annual Security and Fire Safety Report can be found at <https://eac.edu/student-life/campus-safety.php>. A paper copy of the report will be provided upon request at EAC's District Office, located at 615 N. Stadium Avenue, Thatcher, AZ.

A daily crime log listing all criminal and alleged criminal incidents reported to campus police/security is available on-site, during normal business hours, at the EAC Police Department, located at 620 N. College Avenue, Thatcher, AZ.

A fire log containing all reported fires that occurred at any of EAC's on-campus student housing facilities is available during normal business hours at the Housing Office, located at 900 N. College Avenue, Thatcher, AZ.