



Position Open Notice
IT Support Helpdesk Technician
Part-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 I.T. Support Helpdesk Technician position reports to the Director of Support Services and Learning Technology and will perform a variety of duties including the ones listed below.

This is a part-time position generally consisting of no more than 19.5 hours per week as scheduled by the supervisor

Required Qualifications:

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

- High school diploma, GED equivalent, or 1+ years of prior experience.
- At least 1 year work experience trouble-shooting technical issues.

Preferred Qualifications:

- AA or AAS degree (or higher) in a computer-related field, or 2+ years prior equivalent experience.
- Work experience supporting standard desktop applications
- Prior customer service experience.
- Self-starter who can work independently and as part of a team with moderate supervision.

Essential Functions:

- Provide first level technical phone support.
- Data entry and inventory of new equipment procured by the college.
- Prepare older computer equipment for auction.
- Dispose of non-functioning equipment according to guidelines.

Knowledge, Skills and Abilities:

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

- Technical knowledge related to computer hardware and software.
- Skilled in problem-solving technical issues.
- Ability to prioritize and manage their time effectively.
- Ability to effectively organize and prioritize work as well as concentrate on multiple tasks simultaneously.
- Ability to handle sensitive information and maintain confidentiality.
- Ability to use Windows electronic communication and information tools, Microsoft Office and cloud-based products, and general office equipment.
- Excellent customer relations, demeanor and skills.
- Ability to communicate effectively in both oral and written form with a diverse internal and external audience.
- Detail oriented with 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.
- Work is performed in an office environment.
- 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 15 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 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 **\$17.48 per hour**. The anticipated position start date is as soon as practical once the successful candidate is identified.

Schedule: This position may follow either a morning or afternoon schedule. Morning hours are typically Monday–Thursday, 9:00 a.m. – 1:00 p.m., and Friday, 9:30 a.m. – 1:00 p.m. Afternoon hours are typically Monday–Thursday, 1:00 p.m. – 5:00 p.m., and Friday, 1:00 p.m. – 4:30 p.m.

Questions:

Human Resources Department
 Voice: (928) 428-8915
 FAX: (928) 428-2580
 E-mail: 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.