Full-time Computer Support Specialist Instructor
Job Description

Job Classification: Exempt, Full-Time Faculty
Work Schedule: Based on Employment Terms outlined in the Faculty Association Agreement, 183 contract days, minimum 35-hours work week.
Compensation: Based on Faculty Association Agreement Salary Schedule.
Estimated Salary Range: $40,000 - $70,000
Reporting Relationship: Dean of Advanced Technologies

Primary Accountabilities:

The Computer Support Specialist (CSS) Instructor leads and directs students toward their goal of satisfactory completion of the Computer Support Specialist degree program with an emphasis on cybersecurity. Instruction consists of an advanced curriculum in network and infrastructure security, cybersecurity, designing, utilizing cloud computing concepts, and other courses related to developing and expanding knowledge within the technology and cybersecurity field.

Principle Responsibilities:

I. Instructor responsibilities include:
- a) Mastery of Subject Matter
  - Demonstrate a thorough and accurate knowledge of the field or discipline
  - Display an ability to interpret and evaluate theories in the field or discipline
  - Connect subject matter with relatable professional/employment fields of students
  - Stay current in subject matter through professional development
- b) Teaching Performance
  - Work constantly to instill in students the technical and academic competencies and employment behavior expected.
  - Prepare for class instruction through an appropriately outlined syllabus and provide written evidence of preparation upon request.
  - Employ a variety of instructional techniques, modalities (utilization of Learning Management System), and instructional media consistent with the multitude of resources available applicable to meet the needs and capabilities of the curriculum.
  - Develop and maintain a classroom environment conducive to effective learning focused on student-centered practices.
  - Support students through retention efforts to include recitation opportunities, office hours, and utilization of supportive academic resource measures
  - Develop and enforce appropriate rules and expectations of students in the classroom setting compliant with MATC policies/procedures and that result in a safe, effective learning environment.
  - Meet and conduct assigned classes as scheduled and in a professional manner.
  - Maintain standards of teaching at the collegiate level and perform according to the Standards of Performance outlined in the MATC policies and procedures.
- c) Evaluation of Student Learning
  - Effectively administer assessment of student learning and technical objectives.
  - Maintain accurate, complete, and correct records as required by accreditation standards, federal regulations, and administrative guidelines.
  - Record and submit rosters and final grades as required per college processes

II. College Community Responsibilities:
- a) Support of College Policies and Procedures

- Effectively manage the departmental budget and work closely with MATC staff to ensure that all assets, materials, supplies, etc., are appropriately managed and documented per college policy and procedures.
- Advise students, in cooperation with counselors, administrators, etc., in order to ensure that adequate services are identified that will assist students in achieving their objectives.
- Ensure that safe and reasonable precautions are implemented to protect students, equipment, and facilities.

b) Participation in College and Program Activities
- Attend and participate in staff meetings, college committees, and college activities.
- Participate in professional development opportunities both within and outside MATC.
- Engagement with state meetings, through KBOR, regarding the compliance with the curriculum of program discipline.

c) Contribution to the Growth and Enhancement of College Mission and Programs
- Communicate effectively with staff, students, and the public the mission and operation of Manhattan Area Technical College and the specific program.
- Cooperate with other members of the MATC staff in planning instructional goals, objectives, and methods.
- Assist in the operation and management of MATC through effective planning and communication with administration and all staff personnel.
- Assist in the selection of resource materials and equipment and make facility improvement recommendations.

d) Perform other duties as assigned by the supervisor.

Qualifications:

- AAS degree in Computer Networking Technology, information systems, computer science, or similar program of study, Bachelor's degree preferred;
- Minimum of 5 years work experience in server administration with Windows services and/or as a computer network technician or network administrator/engineer;
- Post-secondary teaching or industry trainer experience preferred;
- CCNA industry certification;
- In-depth knowledge of network related equipment including switches, routers, firewalls, networked printers and proper cabling methods;
- Proficiency in various software programs and applications including Microsoft Office suite, Windows server and desktop operating systems, PowerShell, and Linux operating systems;
- Proficiency in virtualization technologies such as VMware vSphere and cloud computing platforms to include Amazon AWS and Microsoft Azure;
- Advanced understanding of TCP/IP, common networking ports and protocols, traffic flow, OSI model, defense-in-depth and common information security elements.
- Ability to explain in laymen's terms the use of computer related technologies;
- Strong organization skills with ability to multi-task and be detail-oriented;
- Ability to work independently, as well as in a team environment;
- Ability to communicate clearly and present oneself professionally through verbal, nonverbal (demeanor, dress, attitude), and written skills;
- Display a student-centered approach;

- Consistently demonstrate the highest levels of integrity and professionalism;
- Demonstrated poise, tact and diplomacy with the ability to handle sensitive and confidential information and situations.

Physical Demands:
- Ability to sit for extended periods of time.
- Ability to read screens and print materials, email, and talk on the phone.
- Ability to unpack and move supplies up to twenty-five (25) lbs.
- Ability to work occasional evenings and attend events as required.

Work Environment:
- Professional and deadline-oriented environment in an educational setting.
- Interaction with students, staff and guests.

NOTICE OF SPECIAL POSITION OF EMPLOYMENT REQUIREMENTS

1. **This position description is not designed to cover or contain a comprehensive list of all duties and results to be performed in this position. Duties and Performance standards may be added, subtracted, and/or changed by your supervisor at any time due to changes in department or institutional requirements.**
2. **Unless exempt due to employment contract signed by the President, all employees of Manhattan Tech are to be considered as an "at-will" employee.**
3. **All employees of Manhattan Tech are considered "responsible employees" pertaining to Title IX regulations concerning both prevention and reporting of sexual assault or harassment situations. As such, all employees must communicate with the Title IX Coordinator if they witness or hear about sexual assault or harassment situations.**
4. **Manhattan Tech is an equal opportunity employer and complies with EEOC and ADA employment requirements. Manhattan Tech grants equal opportunity to all qualified persons without unlawful discrimination based on race, color, gender, age, national origin, ancestry, ethnicity, disability, sexual orientation, religion or veteran status.**
5. **All 'offers of employment" are subject to criminal background check prior to employment.**