

**Job Classification:** Non-Exempt, Full-Time Staff

**Work Schedule:** Monday – Thursday, 8:00 am – 5:00 pm. Friday, 8:00 am – 12:00pm.

**Location:** Main Campus w/ occasional travel between MATC sites as needed

**Compensation:** Pay Grade 8 (Hourly Pay Range: \$16.04–\$24.06)

Actual compensation offered will be based on the candidate's education and experience and determined within the approved salary range and available budget. This position is compensated on a salary basis equivalent to a 40-hour workweek at the hourly rate offered.

**Reporting Relationship:** Director of Emerging Technologies

**Primary Accountabilities:**

The IT Support Specialist serves as a critical frontline resource for end-user support across the College's desktop computing environment. Acting as a single point of contact, this role ensures timely, professional resolution of technical issues while maintaining high standards of service delivery and system reliability. The IT Specialist is responsible for initial ticket intake, triage, and escalation to Tier 2 or specialized support staff when necessary, ensuring efficient workflow and minimal disruption to users. Additionally, the role supports cloud-based endpoint management through Microsoft Intune and Azure Active Directory, assisting with device enrollment, compliance enforcement, and troubleshooting cloud-connected clients to maintain secure and consistent access across hybrid environments.

**Performance Responsibilities:**

- Provide responsive technical assistance to students, faculty, and staff through in-person and remote support channels, ensuring timely resolution of hardware, software, and access-related issues.
- Triage, sort, and maintain service request tickets using the College's IT service management system, escalating to Tier 2 or specialized support staff when appropriate.
- Assist users with password resets, login troubleshooting, and account access issues across local and cloud-based systems.
- Install, configure, troubleshoot, and maintain desktops, laptops, and peripherals, including performing on-site analysis and corrective actions to ensure reliable functionality and security compliance standards.
- Manage cloud-connected clients via Microsoft Intune and Azure Active Directory, including device enrollment, policy enforcement, and troubleshooting hybrid identity issues.
- Collaborate with other IT Staff to maintain a secure and efficient desktop computing environment, including adherence to cybersecurity protocols and access controls.
- Assist with client lifecycle management, including imaging, deployment, decommissioning, and surplus preparation of IT assets.
- Provide configuration and support for campus printing systems, including PaperCut integration, printer queue management, and user access troubleshooting.
- Apply basic scripting knowledge to automate routine tasks, improve efficiency, and support endpoint configuration.
- Support user onboarding and training initiatives by preparing devices, delivering orientation sessions, and assisting with technology adoption across campus.
- Maintain accurate inventory records for desktop systems, peripherals, and general electronic equipment, ensuring traceability and lifecycle tracking.

- Document all instances of equipment failure, repair, installation, and removal in accordance with IT asset management procedures.
- Perform other duties as assigned by the immediate supervisor.

**Qualifications:**

- Associate's degree or certificate in a related field and/or a minimum of 2 years related experience
- In-depth knowledge of Windows desktop operating systems, Microsoft Office, Windows Domain, Windows Server Update Service, Windows Defender, Windows Deployment Services, and client-server software;
- Extensive hands-on hardware troubleshooting experience.
- Able to read and understand technical manuals and procedural documentation;
- Effective interpersonal skills and relationship-building skills;
- Strong written and oral communication skills;
- Ability to present ideas in user-friendly language;
- Self-motivated and direct, with the ability to effectively prioritize and execute tasks in a high-pressure environment;
- Team-oriented, collaborative environment;
- Strong customer-service orientation;

**Physical Demands:**

- Ability to sit, stand, or walk for extended periods of time.
- Ability to climb ladders and work in confined spaces, such as crawlspaces, ceilings, or behind walls when performing installations or maintenance.
- Manual dexterity and repetitive use of hands and wrists for operating small tools, computer components, keyboards, mice and performing cable management.
- Ability to lift, carry, and transport equipment weighing up to fifty (50) pounds.
- Ability to read screens and printed materials, and communicate effectively in-person, via email, phone, and virtually.
- Ability to work occasional evenings/weekends and attend events as required.

**Work Environment:**

- Professional and deadline-oriented environment in an educational setting.
- Regular 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. 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. Manhattan Tech is an equal opportunity employer and complies with EEOC and ADA employment requirements.

3. 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.
4. All 'offers of employment' are subject to criminal background check prior to employment.