
Alabama Supercomputer Authority

ASA



Position: IT Systems Tech I- (O&I Team Members)

Reports to: Network Manager

Location: Hiring for Montgomery

Please send all resumes to personnel@asc.edu

General Description

This is technical work assisting end-users in non-complex aspects of information technology. Employees in this class initially perform introductory-level duties of a routine nature; however, as the employee becomes more proficient, the level of difficulty may increase. Employees in this class provide technical desk support, PC hardware & software troubleshooting, telecommunications device troubleshooting, hardware/software installation, and remote maintenance related issues by fielding telephone, help desk calls, and/or email communications.

Responsibilities

- Supports the operation and maintenance of ASA's statewide education network.
- Support includes installation, configuration, and troubleshooting.
- Supports the ASA Montgomery office with onsite support for all IT needs (desktop, printer, networking, phone, etc.)
- Installs network telecommunications equipment in remote locations
- Interfaces and coordinates with hardware, software, and communications vendors supporting installations at ASA member locations and ASA core sites.
- Interfaces with and supports a large broad clientele with various levels of technical knowledge and skills.
- Provides technical support to clients.
- Assists Network Engineers and other technicians in troubleshooting and configuration as needed.

Minimum Requirements

- Graduation from High School or GED and one (1) year of experience in troubleshooting and installing Business and/or Government applications software and/or hardware. Industry certifications, college credits, or technical school credits may be considered in lieu of experience. Preferred certifications include but are not limited to CCNA, JNCIA, Network+, Security+.

OR

- Graduation from High School or GED and one (1) year of experience in troubleshooting and installing telecommunications systems, such as performing adds, changes, and deletes. Industry certifications, college credits, or technical school credits may be considered in lieu of experience. Preferred certifications include but are not limited to CCNA, JNCIA, Network+, Security+.