



# ALABAMA COMMUNITY COLLEGE SYSTEM

Now Accepting Applications for  
**BANNER HELP DESK TECHNICIAN**  
**(INFORMATION TECHNOLOGY DIVISION)**



**For consideration, application materials must be received by  
June 2, 2020 at 3:00 p.m. CST.**

## POSITION SUMMARY

The Banner Help Desk Technician will provide fast and useful technical assistance on Banner and associated systems. The Banner Help Desk Technician receives, troubleshoots, and responds to end-user problems or requests, logs and tracks the problems or requests and determines the best manner to address the problems or requests.



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## PRIMARY RESPONSIBILITIES

- ❖ Serves as the first point of contact for users seeking technical assistance over the phone, email, or request tickets.
- ❖ Properly documents ticket into on-line Help Desk System.
- ❖ Identifies, investigates, and resolves users' problems with computer software and hardware.
- ❖ Consults with users to determine steps and procedures taken to identify and resolve the problem.
- ❖ Applies knowledge of computer software, hardware, and procedures to solve problems.
- ❖ Performs remote troubleshooting through diagnostic techniques and pertinent questions.
- ❖ Determines the best solution based on the issue and details provided by users.
- ❖ Guides users through diagnostic and troubleshooting processes, which may include use of diagnostic tools and software and/or following verbal instructions.
- ❖ Collaborates with other staff to research and resolve problems. Directs unresolved issues to the next level of support personnel.
- ❖ Follows up with users to ensure issues have been resolved.
- ❖ Prepares written materials (e.g. procedures, drawings, reports, memos, letters, etc.) for the purpose of documenting activities, providing written reference, and/or conveying information. Records events and problems and their resolutions in logs.

- ❖ Collects feedback to determine patterns and issues such that they can be resolved, or FAQs can be provided to customer to ease in troubleshooting. Passes on any feedback or suggestions by users to the appropriate internal team.
- ❖ Identifies and suggests possible improvements on procedures.

## OTHER RESPONSIBILITIES

- ❖ Maintains knowledge of technology innovations and trends.
- ❖ Learns and applies emerging technologies and, as necessary, to perform duties in an efficient, organized, and timely manner.
- ❖ Any other duties assigned as needed.

## QUALIFICATIONS

### REQUIRED

- ❖ AA/AS degree from a regionally accredited institution or eight (8) years of related work experience will be accepted in lieu of education **OR** an equivalent combination of certified credentials, education and experience will be considered.
- ❖ Four (4) years of directly-related experience.
- ❖ Ability to diagnose and resolve basic technical issues.
- ❖ Ability to explain technical issues to technical and nontechnical employees and customers.
- ❖ Ability to maintain tact, composure, and professionalism when situations become stressful.
- ❖ Professional and pleasant telephone manner.
- ❖ Excellent verbal and written communication skills.
- ❖ Excellent interpersonal and customer service skills.
- ❖ Strong analytical and problem-solving skills.
- ❖ Proficient with Microsoft Office Suite or related software.
- ❖ Proficient with or the ability to quickly learn an array of computer hardware and software.
- ❖ Good understanding of computer systems, mobile devices, and other tech products.
- ❖ Must be a team player who prefers a collaborative environment.

**Application Procedure:**

Applicants must submit a current résumé, a completed System application form (available online at [www.accs.edu](http://www.accs.edu)), a letter of interest describing qualifications, a separate list of three professional references with contact information, and a copy of unofficial transcripts indicating degree and date conferred. Applications will be accepted by mail, hand delivery or email only ([charlene.finkelstein@accs.edu](mailto:charlene.finkelstein@accs.edu)). **INCOMPLETE APPLICATION PACKETS WILL BE DISQUALIFIED. PLEASE DO NOT STAPLE DOCUMENTS.**

Complete application packets must be received no later than 3:00 p.m. CST on June 2, 2020. For additional information contact Nikita Payne at 334-293-4603 or [nikita.payne@accs.edu](mailto:nikita.payne@accs.edu) or Charlene Finkelstein at 334-293-4628 or [charlene.finkelstein@accs.edu](mailto:charlene.finkelstein@accs.edu).

**Please mail applications to:**

Ms. Charlene Finkelstein  
Alabama Community College System  
Human Resources Dept.  
P. O. Box 302130  
Montgomery, AL 36130-2130

(Application materials may be delivered in person at 135 S. Union Street).

**Salary range is \$35,732 - \$53,445 dependent upon qualifications and experience.** This position will be based in Montgomery, Alabama.

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Any offer of employment is contingent upon a satisfactory criminal background investigation. This employer participates in E-Verify.