

Northern Essex Community College

Full-Time Technical Specialist

Job Description:

POSITION: Full-Time Technical Specialist: Technical Specialist; Corrections; Middleton House of Corrections; MCCC/MTA Unit Professional Position; 37.5 hours/week, Monday - Friday 8am - 4pm (Occasional evening hours. Hours may be adjusted and compensated in alignment with contractual guidelines); Pay Grade 5; Grant Funded Position

SUMMARY: The Technical Specialist reports to the Education Director, Corrections. The Specialist will provide academic and technical support to NECC staff and education programming within the Essex County Sheriff's Department (ECSD) to include Middleton House of Corrections, Women in Transition, Essex County Pre-Release Program-Lawrence, Supporting Transition and Reentry (STAR) Lynn, and STAR Lawrence. The Specialist will provide basic IT support, assist NECC staff, with the direction of the ECSD IT Department in the administration and operation of all NECC educational information technology within the Essex County Sheriff's Department and provide internal IT customer service for NECC employees, under the Essex County Sheriff's Department grant, pertaining to educational technology.

RESPONSIBILITIES: Specific duties for this position include:

- Exercise working supervision over all NECC educational technology needs at the Essex County Sheriff's Department as related to (their) use of the computers, laptops, tablets, printers, smart boards, and assessment, teaching and learning software and specs
- Support tech needs, beyond the scope of what ECSD IT can provide in person and of what NECC IT can provide virtually, of NECC staff in all ECSD facilities
- Ensure that student and staff devices are up and running; problem solve any tech issues that arise on a daily basis
- Provide training and coaching to NECC staff in utilization of technology as professionals, facilitation of instruction and providing students access to technology in the classroom
- Ensure that technology requirements are met and working as needed with computer-based assessments and testing
- Work with community partners to ensure that technology requirements are met and working to support live virtual instruction
- Stay abreast of current innovations in technology as it pertains to Adult Education, ESOL, College Courses, digital literacy specific to possibilities in correctional facilities. Ensure that staff are trained in new technology related initiatives and that devices are set up to support the initiatives
- Collaborate with ECSD IT and NECC IT
- Assist in the development, implementation and maintenance of information technology processes and procedures within the NECC Essex County Sheriff's Department
- Help to assess the current and (anticipated) future needs of the NECC as related to information technology needs evolve
- Maintain custom programs as needed
- Monitor and maintain the software and hardware accordingly
- Be available outside of regular business hours to triage technical outages and problems with NECC IT as needed
- Keep abreast of changes and developments in IT and assist in implementing those changes at the NECC Technology
- Act as liaison between NECC and Essex County Sheriff's Department and external agencies at the request of the Education Director, Corrections
- Keep up-to-date inventory of all NECC IT assets at the Essex County Sheriff Department's location, utilizing NECC's inventory System
- The Classification Specification is available at: https://www.mass.edu/shared/classificationspecs/specsmccc/Technical_Specialist_-_HB_1158.doc

Category: Corrections (Essex County)

Subscribe:  

Department: Essex County Sheriff's Dept (Middleton) - 9235

Locations: Middleton, MA

Posted: Aug 14, 2023

Closes: Open Until Filled

Type: Full-time

Ref. No.: 285840

Position ID: 166126



Requirements:

MINIMUM QUALIFICATIONS:

- Minimum Master's degree in Computer Science, Information Technology, Management Information Systems, or Instructional Technology; with two (2) years' experience and/or training that includes computer operating systems, hardware/software installation/troubleshooting, and network system administration; or an equivalent combination of education, training, and experience
- Experience in computer operating systems, networking, and software programs.
- Must possess strong technical expertise to enable direct oversight and problem solving for all server infrastructure implementations, upgrades, and operational activities.
- Must have a working knowledge of Windows Operating Systems (server & desktop), Active Directory, Microsoft Office Software, Cloud and web-based applications.
- Specific experience, certification, training or education in Windows OS, Microsoft Office a plus.
- Must have a working knowledge of basic networking, wired and wireless, for internal and internet-based connectivity

- Ability to install, uninstall and troubleshoot software
- Ability to learn new programs and apply that knowledge as directed.
- Willingness to work evenings when needed, which will be paid in accordance with the collective bargaining agreement.

PREFERRED QUALIFICATIONS:

- Microsoft certification (MCSA, MCSE) or other network certification preferred
- Bilingual (Spanish/English)
- Experience working with and supporting a culturally diverse population
- Experience in Corrections

BACKGROUND CHECK: Candidates will be required to pass a CORI and SORI check as a condition of employment.

Additional Information:

GRADE AND SALARY: Anticipated salary range is \$59,244 to \$64,627 annually with complete fringe benefit package. Complete fringe benefit package including competitive health insurance, free dental insurance, basic life insurance, long-term disability insurance, paid sick, vacation and personal leave, educational benefits for employee/spouse/dependents, and excellent retirement benefits. Actual salary calculated in compliance with MCCC/MTA classification system. Official transcripts will be required at the time of hire.

ANTICIPATED START DATE: ASAP

Application Instructions:

TO APPLY: To be considered for this position click on the "Apply Now" button, you will be prompted to setup a new account or login to an existing account. You will be able to upload the following required documents for consideration:

- Cover Letter, describing your qualifications and experience
- Resume/CV

Review of applications will begin 5 business days from the posting date and will continue until the position is filled.

**Please note that finalist candidates will be asked to provide contact information for three (3) professional references.

Northern Essex Community College is an affirmative action/equal opportunity employer and does not discriminate on the basis of race, color, national origin, sex, disability, religion, age, veteran or military status, genetic information, gender identity, or sexual orientation in its programs and activities as required by Title IX of the Educational Amendments of 1972, the Americans with Disabilities Act of 1990, Section 504 of the Rehabilitation Act of 1973, Title VII of the Civil Rights Act of 1964, and other applicable statutes and college policies. The College prohibits sexual harassment, including sexual violence. Inquiries or complaints concerning discrimination, harassment, retaliation, or sexual violence shall be referred to the College's Affirmative Action Officer/Title IX Coordinator, Elizabete Trelegan (Assistant Director of Human Resources, B-219, 978-556-3928/ etrelegan@necc.mass.edu), the Massachusetts Commission Against Discrimination, the Equal Employment Opportunities Commission or the United States Department of Education's Office for Civil Rights. Northern Essex Community College will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the employer.

Prospective employees are encouraged to review the College's Annual Security Report (ASR), in compliance with the Jeanne Clery Disclosure of Campus Security Policy and Campus Crime Statistics Act, which can be found on the disclosure page of the College's website at: <http://www.necc.mass.edu/clery>