



Part-Time IT Helpdesk Technician

GCNYC: Glasgow Caledonian New York College (GCNYC)
Role: Part-Time IT Helpdesk Technician
Contract: This part-time appointment will begin January 4, 2023

Closing date: December 10, 2022
Salary Range: \$30-\$40/hour based on experience

Glasgow Caledonian New York College seeks a Part-Time IT Helpdesk Technician

The GCNYC Helpdesk Technician is responsible for the efficient functioning of the College's technology and related systems (see list in Role Profile). Duties will include installing, making changes, and repairing computer software and hardware. The Helpdesk Technician will provide technical assistance and support to students, faculty and staff via email, Zoom and in-person. They will regularly liaise with the GCU Helpdesk and IT/IS teams in Glasgow to resolve issues. The Helpdesk Technician will work with the Director of Operations, Office & Events Manager and other staff on the procurement and setup of equipment and other needs.

The Helpdesk Technician will manage and ensure the effective usage of the College's "hyflex" classroom equipment such as videoconference cameras, A/V equipment and online learning platforms. They will assist staff, faculty and students on-site including during evening class hours.

The Helpdesk Technician will also assist in maintaining the GCNYC website and make general changes via WordPress.

Application Procedure: To apply for this position, please submit a copy of your resume, and at least two current professional references with full contact information to info@gcnyc.com. To view the full role profile and access the voluntary affirmative action form for completion as part of your application, please [click here](#).

Equal Opportunity Statement:

GCNYC is an Equal Opportunity Employer. The College is committed to providing an inclusive, safe and respectful working and learning environment for all members of its community. GCNYC strictly prohibits and does not tolerate discrimination against employees or applicants due to their race (including traits historically associated with race, including but not limited to hair texture and protective hairstyles), ethnicity, religion, national origin or ancestry, citizenship, sex, gender identity, sexual orientation, pregnancy, marital status, age, physical or mental disability or veteran status.