



**Position Announcement – Red Rocks Community College**

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**Position Title: System Support Analyst - Desktop**

<b>Position Information</b>	<b>System Support Analyst – Desktop</b>
Position Title	System Support Analyst – Desktop
Campus Location	Lakewood, Colorado
Primary Physical Work Address	13300 West Sixth Avenue Lakewood Colorado 80228
Salary	\$62,000/annual
Starting Pay Rate	Starting Salary is not negotiable
Anticipated Start Date	Fall 2021
FLSA Status	Exempt, this position is not eligible for overtime.
Closing Date	Sunday October 03, 2021 by 11:59 p.m.
Job Type	Full Time
Benefits	RRCC offers a range of benefit choices (Medical, Dental, Vision, FSA, Life Insurance, Supplemental Retirement Plans, PERA, Disability Benefits, and more). For additional information, please visit the <a href="#">CCCS Employee Benefit Website</a> .
Retirement	The Colorado Public Employees’ Retirement Association (PERA) provides retirement and other benefits to employees of the State of Colorado.
Time Off	<ul style="list-style-type: none"> <li>• Leave Accruals (Leave prorated for appointments under 100%) <ul style="list-style-type: none"> <li>• Annual/Personal Days: 22.5 (180 hours)</li> <li>• Sick Days: 15 (120 hours)</li> </ul> </li> <li>• (Over 12 months, based on full time appointment accruals)</li> <li>• Other Leave <ul style="list-style-type: none"> <li>• Administrative Leave for Academic and Volunteer Activities: (18 hours per fiscal year)</li> <li>• Holidays Observed: 10 <ul style="list-style-type: none"> <li>• Four Holidays are observed on an <i>alternate schedule</i> (Columbus Day, Veteran’s Day, Martin Luther King Jr. Day, and President’s Day). RRCC observes these holidays between Christmas Day and New Year’s Day, resulting in campus being closed from Christmas Day through New Year’s Day, with eligible employees on Holiday Leave</li> </ul> </li> <li>• Jury Leave</li> <li>• Military Leave</li> </ul> </li> </ul>
Online Application	<a href="#">Click Here to Begin Your Application</a>

**Position Announcement:**

Red Rocks Community College is seeking applications for a full-time System Support Analyst to join our IT department.

Red Rocks Community College exemplifies extraordinary. We are dedicated to our Vision and Mission, which promote student achievement, staff empowerment, and community engagement. We live our values: Integrity, Collaboration, Learning, Inclusiveness, and Communication. We encourage applications from individuals whose background and interests align with our commitment to inclusiveness and welcome you to visit the RRCC Inclusion & Diversity webpage for additional information.

With an unrivaled reputation grounded in our Values, we stand out as a cutting-edge model in higher education. We are one of the first community colleges in the country to offer both Bachelor's and Master's degree programs. Our continued pursuit of excellence is instilled in our employees and has inspired a dynamic and passionate culture.

### **Summary of Position:**

The system support analyst provides technical expertise and customer services to the students, staff and faculty of Red Rocks Community College (RRCC) as part of a college-wide Computer Services team. The senior support analyst works as a technology owner on the desktop side, and provides subject matter expert in imaging and securing end point devices. As a senior position the Analyst manages departmental projects and initiatives.

### **Required Qualifications:**

- Bachelor's degree from accredited college or university in computer operations, computer programming, computer science, computer information systems, management information systems or computer and electronics technology.
  - Substitution: A combination of education, (an associate's degree in computer operations or related field, certifications (Comp TIA A+, MCSA: Windows 10, etc.) and two years of professional IT work experience. The two years is in addition to any required previous experience.
- One (1) year of experience providing desktop computer or classroom technology support.

### **Preferred Qualifications:**

- Any of the following certificates: ITIL Foundations v4, Network + (CompTIA), A+ (CompTIA), MCSA: Windows 10, MCSE: Desktop Infrastructure, helpdesk specialist, CTS, CTS-D, CTS-I (Certified Technology Specialist) or ability to obtain within 90 days of hire.
- One year of PC customer support experience in higher education environment.
- Experience with a helpdesk ticketing system
- Membership in or experience working in diverse communities and supporting the success of students and staff from racial, ethnic, and gender backgrounds that are underrepresented in the College.

### **Required Knowledge, Skills, Abilities:**

- Strong decision-making and analytical abilities.

- Shown attention to detail with the ability to handle and prioritize multiple projects and responsibilities simultaneously.
- Ability to resolve complex problems positively and professionally.
- Verbal and written communication skills including the ability to give and receive information accurately and present information to groups and in public settings.
- Ability to collect, compile, analyze and evaluate information and make verbal or written presentations based on this information.
- Ability to create and keep deadlines, manage appointments, pay attention to details, keep work organized, manage competing priorities and plan, prioritize and achieve goals.

## **Description of Position**

Work as a technology owner within the desktop side operations, collaborate with Computer Services and college departments. Develop academic/IT Roadmaps, gather requirements, provide customer services technology reviews.

- Work with System Center Configuration Manager (SCCM), a Systems side application to manage large groups of computers running software and operating systems.
- Meet in regular intervals with college representatives to learn about and provide updates on upgrades and new offerings.
- Lead the effort to implement fundamental improvement in the management of or use of assigned technology(s)
- Research new technology solutions appropriate for RRCC environment to determine benefit, feasibility and if all Computer Services requirements are met
- Work as a technology owner, manage Computer Services implementation projects, help identify priorities and detailed requirements
- Collaborate with key stakeholders to create and maintain clear and specific documentation and communication of the subset of RRCC technology architecture that relates to assigned area of responsibility

Serve as a project manager for Computer Services assigned projects. Plan, monitor, report and drive projects toward completion

- Develop a project plan for implementing the RRCC technology architecture that relates to assigned area of responsibility
- Define requirements
- Lead the project through implementation
- Work with Facility, Instruction Deans and Chairs, Student Services, Business Services when needed throughout the project
- Research and document processes to support ongoing projects
- Close out the project when completed

Respond to tier two services desk orders as assigned. Act as backup to Helpdesk, responding to helpdesk work orders when tier one support is unavailable or has not been able to resolve the issue(s)

- Participate in the daily "Ticket Blitz" meetings
- Work with customers on timely resolution on all helpdesk calls
- Responsible for providing customer education and information opportunity from resolution(s) of tickets
- Provide technical, operations and training support of end user computers and devices onsite and /or by telephone or email

- Provide remote assistance for software deployment and assistance when needed
- Close tickets and update helpdesk work orders in current database with current status of all work tickets

Support technologies specific to RRCC or the environment as part of operational need of RRCC including:

- PCs and Macs
- Digital signage system
- Specialized class
- Audio Visual – media and classroom management support
- Mentor Student Employees. Support and encourage student(s) to manage their learning, develop skills and improve performance. Provide guidance, motivation, emotional support and role modeling.

## **How to Apply:**

Complete applications must be received by 11:59 p.m. Sunday October 03, 2021. To apply for this position, [click here to begin your application](#), including the following:

1. A cover letter describing your professional experiences and addressing the required and preferred qualifications.
2. A resume.
3. Transcripts (unofficial).

Additional upload sections are available in the application to include **optional** attachments.

## **Please note the following prior to beginning your application:**

- Your application progress cannot be saved. If you exit prior to submitting your materials, you will need to restart the application.
- As a part of the application process, you will be asked to provide the name, phone number, and email address of three professional references. References will only be contacted for candidates at the second level interview stage.
- You will be required to attach a cover letter, resume, and transcripts. Your cover letter should describe your professional experiences and address the required and preferred qualifications.
- Once you submit your application, you will no longer have an opportunity to review or make changes.
- You will receive a confirmation email once your application has been received.

## **Benefits:**

RRCC offers a range of benefit choices (Medical, Dental, Vision, FSA, Life Insurance, Supplemental Retirement Plans, PERA, Disability Benefits, and more). For additional information, please visit the [CCCS Employee Benefit Website](#).

## **The Assessment Process:**

Red Rocks Community College utilizes selection and/or search committees in the hiring process for vacant positions. All applications received by the closing deadline listed on this announcement will be reviewed to determine if applicants meet required

qualifications. All applicants meeting the required qualifications will be considered for an interview with the department.

Be sure your application materials specifically address your qualifications, experience, work products, and accomplishments, as they relate to the position responsibilities, required qualifications, and preferred qualifications sections of this announcement. Upload additional documents, if necessary, to fully explain your experience and qualifications as they relate to this position. Failure to include adequate information or follow instructions and apply by the listed submission deadline, may result in your application not being accepted for this position, and may affect your inclusion as a qualified candidate at any stage in the search/selection process for this position.

### **Transcripts Required:**

An unofficial copy of transcripts must be submitted at the time of application. Assessment is required for Transcripts from colleges or universities outside the United States for U.S. equivalency by a NACES educational credential evaluation service. This documentation is the responsibility of the applicant and must be included as part of your application materials. Failure to provide a transcript or credential evaluation report may result in the rejection of your application and you will not be continued in the search/selection process for this position announcement. If selected as the finalist for the position, official transcripts are required as a condition of employment.

### **Necessary Special Requirements:**

Must submit to and successfully complete a pre-employment background check as a condition of hire. Felony convictions or conviction of crimes of moral turpitude or convictions of misdemeanors related to job duties may disqualify you from consideration for this position. Should your background check reveal any charges and convictions, it is your responsibility to provide RRCC Office of Human Resources with an official disposition of the charges.

### **Important Notes:**

Note: Former employees of the Colorado Community College System or one of its 13 colleges, who were disciplinary terminated or resigned in lieu of termination, must disclose this within your application materials.

Red Rocks Community College is committed to diversity in its people and programs. The College is an equal opportunity educational institution and does not discriminate on the basis of disability, race, creed, color, sex/gender, sexual orientation gender identity, religion, age, national/ ethnic origin, pregnancy status, veteran's status, genetic information, physical or mental disability, or any other category protected by applicable law, in its employment practices or educational programs and activities.

RRCC has designated the Executive Director of Human Resources as its Affirmative Action Officer/Equal Opportunity Administrator/Title IX Administrator with the responsibility to coordinate its civil rights compliance activities and grievance procedures. For information, contact Executive Director of Human Resources, Title IX Coordinator, Title VII/Equal Opportunity Coordinator, ADA/Sec 504 Coordinator, 13300 West Sixth Avenue, Lakewood, CO 80228. 303-914-6298.

Reasonable accommodation will be provided upon request for persons with disabilities. If you are a person with a disability who requires an accommodation to participate in the application process, please notify Human Resources at 303-914-6570.

RRCC conducts pre-employment background checks on all employment finalists to determine or verify background information, including criminal history, references from previous employment, qualifications, and, when applicable, driving history. Employment offers are contingent upon receiving a satisfactory report.

For information regarding Red Rocks Community College Security, including crime statistics for the Red Rocks Community College Lakewood and Arvada campuses, please see the Red Rocks Community College campus security website at <http://www.rrcc.edu/police/>. For a hard copy report, please contact 303.914.6494.