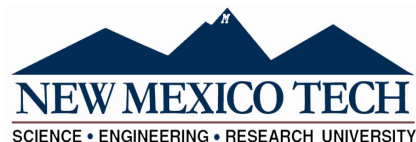


Posted: September 8, 2022



POSITION ANNOUNCEMENT

TITLE: COORDINATOR/ IT SUPPORT

DEPT: ITC

REG

TEMP

FULL TIME

PART TIME

STARTING RATE or SALARY RANGE \$17.50-\$19.00

Employees being promoted to a higher classified position receive the minimum for the position or a pay rate adjustment of 8% whichever is greater.

All regular positions also entitle the employee to several benefits including health, dental, vision, life insurance, and retirement which is largely paid by New Mexico Tech for the employee and dependents.

INTERNAL POSTING THROUGH: September 16, 2022* CONSIDERATION WILL BE GIVEN FIRST TO TEMPORARY AND REGULAR TECH EMPLOYEES WHO APPLY WITHIN THE 7 DAY INTERNAL POSTING. APPLICATIONS RECEIVED AFTER THE 7 DAY POSTING MARGIN WILL BE CONSIDERED WITH OTHER OUTSIDE APPLICANTS.

JOB DUTIES:

This position will answer help desk phones, email and respond to tickets. The position is the primary contact with customers needing help from ITC and will manage the customer experience. The position manages student workers and utilizes them for off-hours coverage.

REQUIRED QUALIFICATIONS:

High school (or GED) level ability in spelling, grammar, basic composition and math required. Three (3) – Five (5) years' relevant experience required. Ability to work independently and in a group environment required. Basic level knowledge of MS Office suite is required. Must be comfortable using Google Mail, Google Contacts, and Google Calendar (required). The ability to prioritize tasks and information and manage time in a fast paced environment is required. Communication skills/Customer Service – the ability to communication in person, via email or in person with people from all different backgrounds and education levels are required. Knowledge of basic accounting/ bookkeeping practices is required. Knowledge of Ellucian Banner and Evisions Argos desired.

Apply to: nmtjobapps@npe.nmt.edu OR NMT/ HR 801 Leroy Place, Socorro, NM 87801