



# RIDGEWATER

## COLLEGE

*creating opportunities. changing lives.*

### **Ridgewater College Posting** **A Minnesota State College**

## **IT Help Desk Support**

**Full-time, Unlimited MAPE Vacancy Notice**

**Posting Date: 01/03/2025**

**Classification: IT Specialist 1**

**Campus: Hutchinson**

**Bargaining Unit: MAPE, 214**

**Employment Condition: Unlimited, Full-time**

**Classified Status: Classified**

**Work Schedule: Monday- Friday, 8:00AM-4:30PM**

**Work Area: Institutional Support**

**Wage: \$25.16-\$37.77/per hour // \$52,534-\$78,864/per year**

**PCN: 01006334**

### **Job Summary**

Provide on-site and remote technical support for all Ridgewater clients (faculty, staff and students). Act as a consultant responding to in-bound helpdesk calls relating to end-user technology needs on mobile devices, learning management system, web-based applications and/or classrooms issues. Assist end-users with software installation, problem diagnosis, troubleshooting, and resolution or escalation of issues as required. Support encompasses hardware, network, operating systems and standard productivity applications. This position will work closely with IT student workers and work study. The position is expected to work at both Willmar and Hutchinson location.

### **Responsibilities and Results**

1. Answers the IT Helpdesk phone and provides technical assistance to faculty, staff, and students on and off campus. Assists students, faculty, and staff with questions they may have using our network or other accounts. Provides technical support to students or staff onsite with phones, tablets or laptops. Supports end-users with software and hardware issues. Apply standard troubleshooting techniques sufficient to diagnose and solve IT issues.
2. Sets up and maintains campus computers and computer labs for students, faculty, and staff without close supervision. Expected to make independent decisions on organizing and completing assignments/routine projects and appropriate methods for the work. Images computers and installs hardware and software, troubleshooting issues as they arise. Converses with clients to determine their software and hardware needs. Proficient in Active Directory to manage computers within the organizational unit and edit necessary object properties. Recommends purchases to the IT Manager.

#### **WILLMAR CAMPUS**

2101 15th Ave NW

Willmar, MN 56201

320-222-5200 | 1-800-722-1151

FAX 320-222-5212

#### **HUTCHINSON CAMPUS**

2 Century Ave SE

Hutchinson, MN 55350

320-234-8500 | 1-800-722-1151

FAX 320-234-8512

[www.ridgewater.edu](http://www.ridgewater.edu)

A member of Minnesota State.

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This document is available in alternative formats to individuals with disabilities upon request.

3. Completes parts of projects or entire, straightforward projects. Works with faculty and staff to design room layout and implement classroom equipment and technology. Hang projectors, work with the audio, visual setup, and switch equipment in the classrooms. Trains instructors on the proper use of the equipment and troubleshooting any problems that may occur.
4. Input and record change inventory of computers on the college and Minnesota State inventory database up to date. Coordinate/organize the disposal of old equipment per Minnesota State standards.
5. Other duties as assigned by CIO and supervisor relating to the equipment, staff and student support. Attend specific meetings and actively participate with individual responsibilities.

### **Minimum Qualifications** *(required skills to enter the job; must be identified on application materials)*

- Knowledge of Active Directory and it's use to manage computers
- Knowledge of computer hardware, including Windows platforms, printers, peripherals.
- Familiar with a variety of software applications including Microsoft Office and Internet applications along with familiar with common network concepts and protocols.
- Strong Interpersonal and analytical skills.
- Effective and positive written and oral communication proficiency; able to communicate technical information to technical and non-technical end users.
- Able to learn and adapt to new technologies quickly and with little assistance.

### **Preferred Qualifications** *(desired but not required)*

- 2-year associate's degree or diploma in computer science or related field.
- Computer Helpdesk Technician Certification
- 3+years' experience in customer service position.
- 2+ years' experience working in an education or corporate support desk environment
- Demonstrate a knowledge of an interest in, or experience with, diverse cultures and populations.

### **How to Apply**

Apply online at

[https://minnstate.wd1.myworkdayjobs.com/Minnesota\\_State\\_Careers/job/Hutchinson/Information-Technology-Spec-1\\_JR0000001385](https://minnstate.wd1.myworkdayjobs.com/Minnesota_State_Careers/job/Hutchinson/Information-Technology-Spec-1_JR0000001385).

Online application deadline is 11:59PM on January 30<sup>th</sup>, 2025.

### **Why Work For Us**

GREAT BENEFITS PACKAGE! Minnesota State offers a comprehensive benefits package including:

- 11 paid holidays each year

- Medical Insurance (Single Coverage \$39.66 per month and Family Coverage is \$270.54 per month)
- Dental Insurance (low deductibles)
- Paid Parental Leave (six weeks)
- Employer paid life insurance
- Short and Long Term Disability
- Pre-tax Flexible Spending Accounts (Medical and Dependent Care)
- Retirement Plan
- Tax-deferred Compensation
- Generous vacation and sick leave

## Additional Requirements

In accordance with the Minnesota State Colleges & Universities (MnSCU) Vehicle Fleet Safety Program, employees driving on college/university business who use a rental or state vehicle shall be required to conform to MnSCU's vehicle use criteria and consent to a Motor Vehicle Records check.

## Other Information

Employment information for this position can be found in its collective bargaining agreement or its plan document at <http://mn.gov/mmb/employee-relations/labor-relations/Labor/>.

## Contact

If you have questions about the position, contact Felicia Telecky at [felicia.telecky@ridgewater.edu](mailto:felicia.telecky@ridgewater.edu) or 320-234-8534.

## Institution Information

**MISSION:** Ridgewater College empowers diverse learners to reach their full potential and enrich their lives through personalized and relevant education in an accessible, supportive, and inclusive environment.

**VISION:** Ridgewater College is a student-centered educational leader focused on innovation, excellence, and affordability.

### GUIDING PRINCIPLES:

- Enterprising - We are future-focused, and change-oriented, developing creative solutions to challenges that maximize our institutional, system and local resources.
- Empowerment – We develop and empower employees to make decisions to best serve students and stakeholders.
- Excellence – We strive to exceed expectations in all that we do.
- Diversity, Equity, and Inclusion – We seek to understand and appreciate the needs and experiences of every individual and actively work to provide genuine opportunities for everyone to succeed and participate in college activities and processes.
- Trust and Respect – We are committed to developing a culture based in processes and behavior that create trust and respect among all stakeholders.
- Collaboration – We connect and work together to achieve common goals while respecting needs and interests of stakeholders.
- Curiosity and Creativity – We constantly strive to understand, learn, change, and improve.

- Accountability – As individuals and groups, we willingly accept and take ownership of our successes and failures.

## **Equal Employment Opportunity**

Minnesota State Colleges and Universities is an Equal Opportunity employer/educator committed to the principles of diversity. We prohibit discrimination against qualified individuals based on their race, sex, color, creed, religion, age, national origin, disability, protected veteran status, marital status, status with regard to public assistance, sexual orientation, gender identity, gender expression, or membership in a local commission as defined by law. As an affirmative action employer, we actively seek and encourage applications from women, minorities, persons with disabilities, and individuals with protected veteran status.

Reasonable accommodations will be made to all qualified applicants with disabilities. If you are an individual with a disability who needs assistance or cannot access the online job application system, please contact the job information line at 651.259.3637 or email [careers.mmb@state.mn.us](mailto:careers.mmb@state.mn.us). Please indicate what assistance is needed.