

**SHELTON STATE COMMUNITY COLLEGE**  
9500 Old Greensboro Road  
Tuscaloosa, AL 35405  
205.391.2272

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**VACANCY NOTICE**

Posting Date: November 9, 2009  
Closing Date: November 23, 2009

**POSITION:** Administrative Support Specialist, ITS

**ANTICIPATED START**

**DATE:** December 2009

**QUALIFICATIONS:**

- Minimum of Associate of Arts degree **required**
- Microsoft Certification **required**
- Two year experience in hardware/software technical support **required**
- Experience using administrative software, Microsoft Office, Windows Vista **preferred**

**ESSENTIAL JOB FUNCTIONS:**

- Respond to user problems; assist in identifying computer software and hardware malfunctions and initiate corrective action to maintain workflow
- Troubleshoot all problems dealing with the Administrative Support system
- Maintain and update administrative software
- Perform research, testing, and troubleshooting on computer equipment and software
- Develop, write, test, and document programs within the scope of knowledge and authority
- Provide support: to include loading software, on workstations necessary to use the administrative computing system
- Work with the ITS-Administrative Support Supervisor to document all processes

**OTHER DUTIES AND RESPONSIBILITIES:**

- Communicate effectively with the ITS-Administrative Support Supervisor and other staff members
- Demonstrate technical skills with computing equipment
- Demonstrate advanced knowledge of computer operating systems and software
- Demonstrate ethical behavior, loyalty, honesty, and integrity, both on and off campus
- Participate in staff, team, and committee meetings as assigned
- Complete assigned projects in a timely and systematic manner
- Communicate to other divisions appropriate items of information
- Work effectively as a team member
- Work independently, when necessary, on difficult and complex tasks
- Participate in Continuous Quality Improvement (CQI) training
- Participate actively and creatively in the TEAMSpirit quality improvement activities of the institution
- Perform other duties as assigned by Supervisor

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**SALARY:** Schedule E3, Grade 04, Range \$32,494 to \$45,896

**APPLICATION DEADLINE/PROCEDURE:**

1. **Complete application files must be received in the Office of Human Resources by close of business on Monday, November 23, 2009.**
2. A complete file consists of:
  - SSCC employment application [NOTE: Application must be signed]
  - Current resume [Note: Resume should address how the applicant has fulfilled the **required** qualifications and **preferred** qualifications (if applicable) listed on this job announcement]
  - All college transcripts [ Note: Applicants should submit **ONLY** those transcripts from institutions where degrees were awarded]
  - Three signed letters of reference from individuals other than those referenced on application

**NOTE: Failure to receive any item above, on or before the closing date, will result in disqualification from further consideration. Only items that are postmarked on or before the closing date can be accepted after the closing date.**

3. Before an offer of employment is made, employment verification(s) will be required from your previous and present employer(s).
4. The College may extend the application deadline to ensure an adequate pool of qualified applicants.
5. Application forms are available from and should be returned to:

Director of Human Resources  
Shelton State Community College  
9500 Old Greensboro Road  
Tuscaloosa, AL 35405

An employment application is also available at [www.sheltonstate.edu](http://www.sheltonstate.edu).

A selection committee will review application files. Individuals selected as finalists will be invited for an interview. A maximum of three finalists will be recommended to the College President for consideration. The President may select one of the recommended applicants to fill the vacancy or may choose to reopen the application and selection process. Applicants must travel at their own expenses. If you have a disability and may require accommodations, please notify us at 205.391.2272.

**SHELTON STATE COMMUNITY COLLEGE DOES NOT PROVIDE COPIES OF MATERIALS RECEIVED.**

Shelton State Community College is an equal opportunity employer. It is the official policy of The Alabama Department of Postsecondary Education, including Postsecondary institutions under the control of The State Board of Education that no person shall, on the grounds of race, color, handicap, gender, religion, creed, national origin, or age, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program, activity, or employment. Shelton State Community College will make reasonable accommodations for qualified disabled applicants or employees. The College reserves the right to withdraw this job announcement at any time prior to awarding.