



**Northern Marianas College**  
**P.O. Box 501250 CK**  
**Saipan, MP 96950**  
**Phone: (670) 237-6855/6856/6857**  
**Fax: (670) 235-3696**  
**Website: <http://www.marianas.edu>**

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**VACANCY ANNOUNCEMENT**  
Announcement No. 17-010

Northern Marianas College is accredited by the WASC Senior College and University Commission (WSCUC). With students who come from Micronesia, Asia, North America, Europe, and other parts of the world, the Northern Marianas College is a microcosm of the globe. In addition to its multicultural environment, the Northern Marianas College also boasts a diversity of students: in addition to recent high school graduates, many students are also currently working part time or full time and have their own family obligations. Classes are offered during the day, evening, and weekends to accommodate work schedules.

Northern Marianas College is located on the beautiful tropical island of Saipan within the Commonwealth of the Northern Mariana Islands. The island offers a broad range of outdoor sports, leisure and aquatics activities; and our tropical climate means that outdoor activities are available year round. The Commonwealth of the Northern Mariana Islands affords a low income tax rate through a generous rebate system. This means that your salary results in greater take-home pay than in many other jurisdictions.

It is the policy of Northern Marianas College that equal opportunity be given to all qualified applicants without regard to age, race, gender, marital status, place of origin, religion, disability status, political affiliation, family relationship, or genetic information (GINA). The college reserves the right to waive or implement other qualifications to meet its needs and the right to reject all applicants or withdraw the vacancy should NMC determine such a position is no longer needed or able to be filled. The College is an Equal Opportunity Employer.

<b>POSITION TITLE:</b>	<b>Network Specialist I</b>
<b>Pay Level &amp; Step:</b>	<b>32/01 – 32/02</b>
<b>Annual Salary:</b>	<b>\$43,197.84 - \$44,709.77</b>
<b>Location:</b>	<b>As Terlaje Campus, Saipan</b>
<b>Opening Date: 03/13/2017</b>	<b>Closing Date: 03/22/2017 or Until Filled</b>

*Subject to availability of funds*

*Applications must be submitted by 4:30pm on the closing date. If there are no qualified applicants or the set of qualified applicants is deemed an insufficient pool, the closing date will be extended for two-week periods for further submission and review of applications until the search is closed. Deadlines that fall on a non-business day will be extended to the next business day.*

**Nature of the Position:**

The Network Specialist will work and be exposed to highly technical work in the field of information services including all aspects of computer hardware, operating systems, applications, networking and other advanced and emerging technologies. The successful candidate will work in a diverse multicultural environment under the direction of the Administrative Director of Information Technology.

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### **Duties and Responsibilities:**

- Manage Helpdesk Support Team
  - Hire, train, and supervise Helpdesk support staff
  - Manage and delegate work assignments and job flow in Helpdesk Support area
  - Provide regular reporting on the activities of Helpdesk Support team
- Manage Windows, Mac and other Operating System (OS) environments
  - Install, maintain, and update standard configurations
  - Troubleshoot and restore operating systems and applications as needed
  - Research next generation OS and applications as directed
- Provide secondary network support
  - Install and troubleshoot networked devices, such as printers and switches
  - Install network hardware including cabling and other hardware
- Manage user, group, and roles within the NMC domain
  - Configure client accounts for domain and web applications
  - Configure and maintain groups
  - Configure and setup workstations to function within hybrid network
- Participates in program review and outcomes assessment (PROA) activities.
- Train users in the use of new systems.
- Take ownership of assigned Work Requests. Order necessary equipment, schedule work with the requester, perform work, and complete required paperwork.
- Supports infrastructure development and improvement activities.
- Provide individual instruction in the basic use of PC and Macintosh hardware and software.
- Demonstrate and provide effective phone etiquette and customer service skills.
- Performs other duties as assigned.

### **Minimum Qualifications:**

High School Diploma from a U.S.-accredited institution plus two (2) years experience with installing computer operating systems (both Windows and Mac), applications and printers, installing and troubleshooting computer hardware and general networks. Experience with computer networks, access control management, domains, security issues and anti-virus protection. MCP and/or CompTIA A+ certifications desired.

### **Preferred Qualifications:**

Associate's degree preferred from a U.S.-accredited institution plus one (1) year experience with installing computer operating systems (both Windows and Mac), applications and printers, installing and troubleshooting computer hardware and general networks. Experience with computer networks, access control management, domains, security issues and anti-virus protection. MCP and/or CompTIA A+ certifications desired.

### **Knowledge, Skills, and Abilities**

- Demonstrate a constant commitment to providing exceptional customer service
- Demonstrate and provide effective phone etiquette and customer service skills.
- Ability to work as part of a team as well as independently.
- Eagerness to learn new skills and a strong commitment to professional development.
- Eagerness to share knowledge and skills with team members.
- Ability to set priorities, assess risks, and make decisions.
- Excellent oral and written communication skills.
- Must have a strong computer background including, but not limited to, word processing, spreadsheets, and database i.e. Word, Excel, PowerPoint, and Access software applications.
- Able to communicate effectively with students, staff, faculties, and other college stakeholders.
- Demonstrate strong organizational skills and a high attention to detail.

- Capable of handling multiple tasks while maintaining composure under stressful conditions.
- Completes and prioritize tasks accurately and in a timely manner.
- Takes initiative and works both independently and cooperatively in a team environment.
- Must be able to present information in a clear and professional manner.
- Contributes and promotes a positive and professional working environment and relationship with the college community and promotes a positive representation of the Information Technology Department and the College.

**How to Apply:**

Employment application forms are available at the Human Resources Office of the College and a pdf. file can be downloaded from our website: <http://www.marianas.edu> using Adobe Acrobat. Please submit the following documents to the HR Office: Complete Employment Application Form, Detailed Resume, Authorization for Release of Prior Employment Information/Consent to Background Check, Copies of all required/preferred degree/diplomas, and Copies of transcripts of all required/preferred degrees/diplomas (except high school). Optional: Cover Letter.

All post-secondary education degrees must be from a U.S. Department of Education recognized and accredited institution. It is our requirement that degrees be from a U.S.-accredited college or university. Foreign degrees may be accepted when accompanied with a credential evaluation report. A listing of authorized evaluation reports can be obtained at the National Association of Credential Evaluation Services (NACES) website at <http://www.naces.org/>

In compliance with federal law, all persons hired will be required to verify identity and eligibility to work in the United States and to complete the required employment eligibility verification (I-9) document form upon hire. Police/court clearance will be required upon job offer.

**NOTICE:**

NMC perpetually solicits applications for full-time faculty or part-time (adjunct faculty) in all teaching disciplines. Qualified individuals interested in teaching (online or on-site) are encouraged to apply. All applicants must include transcripts from all post-secondary educational institutions attended, together with a resume and a completed and signed application for consideration.