



Position Title: Technical Services Technician

Job Code: 8308

Reports To: Lead Technician

Grade: CT

FLSA: Exempt

Job Description:

The Part-Time Technical Services Technician reports to the Senior Group Manager and is responsible for supporting Employees and Students as well as the support and maintenance of a variety of Technical Services' applications. This individual will be responsible for taking help desk calls, troubleshooting hardware/software problems, delivering supplies, and maintaining documentation.

Duties & Responsibilities:

- Provides Tech Support to College Employees and Students
- Troubleshoots and resolves hardware/software/network problem
- Answers the Help Desk phone and creates/solves help desk tickets
- Installs and maintains computers, printers, scanners, and other peripheral equipment
- Researches new developments in hardware and software and makes recommendations for purchases of upgrades to meet the current needs of the Department.
- Assists with the development and installation of software systems for departmental users, such as databases and utilities.
- Provides on-site tech support for specialized Technical Services applications college-wide
- Delivers supplies and maintains computers and scanners for the Imaging system
- Performs other duties as assigned

Essential Personnel:

Non-essential

Minimum Requirements:

- Associate's degree or two (2) years of college and one (1) year of directly related experience in networking or managing workstations in a network environment; or four (4) years of directly related experience in networking or managing workstations in a network environment, including experience in computer network industry standards and protocols; or the equivalent combination of experience, education or certification
- All educational degrees must be from a regionally accredited institution
- Excellent communication skills (Verbal and Written)
- Knowledge of operating systems, especially Windows XP/Vista/Windows 7 and, the MAC operating systems
- One or more of the following certifications preferred: Microsoft Certified Professional (MCP) or Microsoft Certified System Engineer (MCSE)
- Knowledge of programming languages and application software preferred
- Knowledge and experience with networks, communication systems, and network topologies
- Strong analytical skills and attention to detail.
- Ability to work a flexible schedule
- Must have reliable transportation

- Ability to work effectively in a multi-ethnic/multi-cultural environment is essential.

ACKNOWLEDGEMENT

I have read and acknowledge receipt of a copy of my job description.

Signature

Date

Printed Name