



Position Title: Part-Time Microcomputer Technician

Job Code: 8391

Reports To: Voice Communications Manager

Grade: W4

FLSA: Non-Exempt

Job Description:

The Part-Time Microcomputer Technician provides technical support related to Telecommunication services.

Duties & Responsibilities:

- Assists with all customer service related duties for the department
- Handles customer complaints and questions, trouble reports for voice and data services, work orders for voice and data services
- Configures and creates College PBX phone and voice mail accounts
- Answers technical telecommunication questions over the telephone
- Inputs and updates databases
- Prepares reports, based on data collected
- Performs other duties as assigned

Essential Personnel:

Non-essential

Minimum Requirements:

- One year of College (30 credits) from a regionally accredited institution and one year (1) of work experience in a related field or, equivalent combination of education and work experience in technology or related field
- Excellent written, verbal and organizational skills
- Proficient knowledge and skill of Microsoft Windows applications
- Must possess effective interpersonal and customer service skills
- Ability to interact with customers using tact, poise, patience, and courtesy
- Ability to work in a fast-paced environment
- Must be able to work up to 20 hours per week

ACKNOWLEDGEMENT

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

Signature

Date

Printed Name