Desktop Support Technician

Information Technology

IT/12

JOB SUMMARY

This position performs specialized duties in support of a variety of college information technology functions.

MAJOR DUTIES

- Provides information technology support to students, faculty and staff in person and by telephone; resolves hardware and software issues.
- Prepares and issues ID cards for students, faculty and staff.
- Assigns work order tickets.
- Keeps track of purchase order forms; processes financial and property clearance forms.
- Maintains department inventory database.
- Troubleshoots and maintains printers and other peripheral devices.
- Provides network and server support.
- Manages the purchasing, servicing, installation and support of classroom technology.
- Provides technology support for campus events.
- Provides support for the operations of the campus computer lab.
- Researches, evaluates and implements software.
- Utilizes LANDesk management suite to support end users.
- Performs related duties.

KNOWLEDGE REQUIRED BY THE POSITION

- Knowledge of information technology computer systems and software.
- Knowledge of network and PC hardware.
- Knowledge of current network protocols, operating systems and standards.
- Knowledge of computer hardware, software and peripherals.
- Knowledge of technical documentation procedures.
- Knowledge of networking technologies and hardware.
- Skill in the operation of computers and job-related software programs.
- Skill in the operation of tools, components and peripheral accessories.
- Skill in the identification and resolution of a wide variety of hardware, software, and computer peripheral problems.
- Skill in the provision of customer services.
- Skill in oral and written communication.
- Skill in identifying and solving problems.
- Skill in effectively prioritizing and executing tasks in a high-pressure environment.
- Skill in working in a team-oriented, collaborative environment.

SUPERVISORY CONTROLS

The supervisor assigns work in terms of general instructions. The supervisor spot-checks completed work for compliance with procedures, accuracy, and the nature and propriety of the final results.

GUIDELINES

Guidelines include hardware and software manuals, Board of Regents policies and procedures, and college policies and procedures. These guidelines require judgment, selection and interpretation in application.

COMPLEXITY/SCOPE OF WORK

- The work consists of varied specialized duties. Frequent changes in IT standards and methods contribute to the complexity of the position.
- The purpose of this position is to perform specialized duties related to a variety of college information technology operations. Success in this position contributes to the efficiency and effectiveness of various college operations.

CONTACTS

- Contacts are typically with co-workers, other college employees, vendors, contractors, and members of the general public.
- Contacts are typically to provide services, to give or exchange information, or to resolve problems.

PHYSICAL DEMANDS/ WORK ENVIRONMENT

- The work is typically performed while sitting at a desk or table or while intermittently sitting, standing, walking, bending, crouching or stooping. The employee frequently lifts light and occasionally heavy objects, climbs ladders and uses tools or equipment requiring a high degree of dexterity.
- The work is typically performed in an office or classroom.

SUPERVISORY AND MANAGEMENT RESPONSIBILITY

This position may supervise student workers as assigned.

MINIMUM QUALIFICATIONS

- Knowledge and level of competency commonly associated with completion of specialized training in the field of work, in addition to basic skills typically associated with a high school education.
- Sufficient experience to understand the basic principles relevant to the major duties of the position, usually associated with the completion of an apprenticeship/internship or having had a similar position for one to two years.