

JOB TITLE: Technical Support Technician
DEPARTMENT: Information Technology
LOCATION: Union Campus
REPORTS TO: Technical Support Coordinator

STATUS: Part-time
FLSA: Non-Exempt
LEVEL: 103
DATE: 8/20/20; 09/13/2013

POSITION SUMMARY: Install, configure, update, troubleshoot and maintain classroom instructional technology hardware, software, and peripherals for the main campus and satellite sites. Provide training and technical support for student, faculty, and staff access to instructional technology resources. Provide support as needed for instructional computer labs.

EDUCATION, EXPERIENCE, and LICENSES/CERTIFICATIONS: *(A comparable amount of training, education or experience may be substituted for the minimum qualifications.)* one year related work experience

ESSENTIAL TASKS: *(Employee must be able to perform the following functions to the satisfaction of the employee's supervisor.)*

- Schedule, monitor usage, setup, maintain, service and inventory classroom technology, audio visual equipment and instructional technology equipment.
- Provide training and technical support to faculty and staff in regards to instructional technology; assist faculty with classroom hardware and software problems as requested.
- Respond to faculty or staff requests for loan of equipment.
- Prepare and maintain training documentation for faculty and staff on the use of classroom technology and presentation systems.
- Install, modify, repair and maintain fixed and mobile classroom interactive audio/video systems used for real-time presentation, course capture, streaming video, and podcasting.
- Identify computer hardware and software malfunctions and perform appropriate repairs to equipment; perform troubleshooting and preventive maintenance as necessary.
- Identify and recommend the replacement/purchase of instructional technology and computer equipment as faculty and staff needs change.
- Stay current with new instructional technology and computer equipment and trends.
- Set up and operate sound, video, and presentation equipment at College events.
- Assist other instructional technology team members with departmental tasks as needed.
- Conduct college business in a professional and ethical manner that includes the College's core values of integrity, diversity, empowerment, service, learning and collaboration.
- Communicate effectively in a professional, tactful and courteous manner with students, employees, faculty and the general public.
- Ensure that all activities are conducted within the established guidelines of the Family Educational Rights and Privacy Act (FERPA).
- Perform assigned responsibilities, duties, and tasks according to established practices, procedures, and standards in a safe and efficient manner, with minimal supervision.

KNOWLEDGE, SKILLS AND ABILITIES: Ability to apply common sense understanding to carry out instructions furnished in written, oral, and diagram form; ability to perform all essential functions using safe work methods and following safety regulations relating to job; knowledge of the Family Educational Rights and Privacy Act (FERPA); knowledge of college policies, procedures, and practices; ability to accurately perform mathematical calculations. Excellent customer skills; ability to work with minimum supervision and meet deadlines; ability to interpret policy and establish methods and procedures for acquiring, installing, testing, operating, or repairing machinery or technology systems; knowledge of department policies, procedures, and practices with the ability to answer work related questions; and/or interpret and apply these guidelines correctly in various situations; ability to adapt to frequent changes in technologies; ability to perform specialized technical work involving data collection, evaluation, analysis and troubleshooting.

COMMUNICATION SKILLS: Ability to communicate clearly and concisely, both orally and in writing; ability to communicate effectively to instruct or train others through explanation and/or demonstration; ability to read and interpret documents such as training manuals, ability to manage interpersonal conflict situations requiring tact, diplomacy and discretion; ability to interact effectively with diverse student populations and a wide variety of co-workers; excellent interpersonal and customer service skills; ability to effectively present information and respond to questions, inquiries, and/or complaints.

EQUIPMENT AND SOFTWARE: Current information technology used by the college and department, including but not limited to, Microsoft Office, Outlook, etc.; familiarity with a wide variety of personal computer hardware, systems and peripherals; PC repair and troubleshooting techniques; a complete understanding of classroom instructional technology; mechanical ability sufficient to install, modify, and make basic repairs of instructional technology equipment, including audio amplification systems, video cameras, digital projectors and interactive whiteboards; demonstrated knowledge of software for course capture, streaming video, and podcasting systems used in classrooms; ability to use small hand tools, office machines such as telephones, fax machines, scanners, copiers or calculators.

PHYSICAL DEMANDS AND WORKING ENVIRONMENT: *The conditions herein are representative of those that must be met by an employee to successfully perform the essential functions of this job.*

Environment: Work is performed primarily in a standard office/lab setting with frequent interruptions and distractions; extended periods of time viewing computer monitor. Work schedule may require evening and/or weekend shifts; may require travel to satellite sites.

Physical: Primary functions require sufficient physical ability and mobility to work in an office setting, computer lab, and/or classroom; to stand or sit for prolonged periods of time; to occasionally stoop, bend, kneel, crouch, reach, and twist; to lift, carry, push, and/or pull light to moderate amounts of weight; to operate office equipment requiring repetitive hand movement and fine coordination including use of a computer keyboard; and to verbally communicate to exchange information.

POSITIONS SUPERVISED: None

SIGNATURE: This job description has been designed to indicate the general nature and level of work performed by employees within this classification. It is not designed to contain or be interpreted as a comprehensive inventory of all duties, responsibilities and qualification required of employees assigned to the job.

I have read and reviewed the job description and I agree to perform the duties according to my supervisor's expectations and the College's policies and procedures. I acknowledge the College's right to revise the job description.

Employee Signature/Date

NOTICE OF NON-DISCRIMINATION: *East Central College does not discriminate on the basis of race, color, religion, national origin, ancestry, gender, sexual orientation, age, disability, genetic information or veteran status. Inquiries related to employment practices may be directed to Human Resources Director at 636-584-6710. East Central College is an equal opportunity employer and provider of employment and training services. Auxiliary aids and services are available upon request to individuals with disabilities.*