

JOB TITLE: Technical Support Technician

DEPARTMENT: Information Technology

LOCATION: Union Campus

REPORTS TO: Coordinator, Technical Support

FLSA: Non-Exempt

LEVEL: 103

DATE: 12/2/22; 11/4/19; 06/11/14

POSITION SUMMARY: Responsible for the installation, configuration, maintenance, inventory, and security of technical resources, which includes file servers, workstations (desktop and laptop computers), peripheral devices (printers, scanners, etc.), presentation systems, and application software installed in classrooms, computer laboratories, offices, and work areas.

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

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

- Install, configure, and maintain classroom & office workstations, and peripheral devices in accordance with established standards and procedures
- Perform the installation, upgrade, and maintenance of software applications and suites; ensure compliance with license agreements and copyright legislation
- Provide user support for installed workstations, peripheral devices, and standard software applications; diagnose and resolve issues reported to the Help Desk by academic and administrative users
- Advise the Director, Information Technology of technical issues and consult with vendor support agencies to resolve problems and determine equipment requirements
- Collaborate with network & system staff to evaluate network requirements and develop solutions to provide the required services; install, configure, and troubleshoot network equipment
- Maintain an accurate inventory of technical equipment, including system and software configurations and network addressing
- Implement software utilities, install hardware devices, and develop procedures to ensure the security and reliability of equipment, software, and data resources
- Acquire and maintain requisite technical skills to accurately diagnose and resolve problems and concerns associated with computer hardware, software, and peripheral devices
- Compile on-line and hardcopy operational, procedural, and informational documentation sets for equipment standards, configuration, inventory, troubleshooting, and repair procedures
- Train ECC community in appropriate duties as needed.
- Develop instructional materials and provide training for installed hardware and software
- 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 College policies, FERPA guidelines and other applicable laws pertaining to employment and education.
- Perform assigned responsibilities, other related duties, and tasks according to established practices, procedures, techniques, and standards in a safe manner and with minimal supervision.

KNOWLEDGE, SKILLS, and ABILITIES: Knowledge of college and department policies, procedures, and practices with the ability to answer work related questions; knowledge of the Family Educational Rights and Privacy Act (FERPA) and other applicable laws pertaining to employment and education; ability to plan, organize and implement assigned responsibilities and to work well under pressure to meet deadlines; excellent organizational, analytical and planning skills; strong interpersonal skills, including ability to relate to a variety of people in different age groups; ability to participate as a team member; ability to understand and interpret rules and regulations, and ability to adjust to change; ability to handle confidential material judiciously; ability to manage multiple projects; ability to perform all essential functions using safe work methods and following safety regulations relating to job. Knowledge of current systems and network technologies and standards and their practical application in the academic environment. Proficiency with file servers, workstations, operating systems, peripheral devices and common software applications and suites

LEADERSHIP and COMMUNICATION SKILLS: Ability to respond meaningfully to the needs of individuals with respect and sensitivity; excellent customer service skills; ability to communicate effectively with a diverse workforce, student population and individuals with disabilities; ability to exchange ideas, facts, information, and opinions effectively and accurately with others; ability to give instructions or assignments to others; arrive at decisions, develop conclusions, or develop solutions; ability to prioritize and delegate projects; ability to meet timelines and follow-through; ability to present materials effectively to individual students or groups; ability to manage interpersonal conflict situations requiring tact, diplomacy and discretion; demonstrate ethical conduct and professionalism; ability to direct, manage or lead others; establish and maintain effective and collaborative working relationships with faculty, staff, other departments, students, and the public; comply and enforce policies, procedures, and instructions.

DECISION-MAKING and ANALYTICAL SKILLS: Ability to use independent judgment and discretion; ability to interpret policy and establish methods and procedures; ability to analyze situations accurately and effectively problem solve; ability to mediate conflict and resolve effectively; ability to determine work procedures, assign duties, promote efficiency; develop and maintain budget; collaborate with relevant leadership regarding strategic planning, marketing, and process improvements.

EQUIPMENT/SOFTWARE: Utilize current College and/or department information technology equipment, software and programs; standard office equipment and department specific equipment. **Hardware:** File servers, workstations, peripheral devices (printers, scanners, etc.), data communication devices (routers, firewalls, switches, hubs, wireless access points, etc.), and disaster recovery equipment. **Software:** Server operating systems, workstation operating systems, utility and instructional applications/suites, disaster recovery systems.

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 classroom and/or office setting with frequent interruptions and distractions; will require flexible schedule to work evenings and an occasional weekend; available to travel to participate in meetings, conferences, and other activities related to the position duties.

Physical: Primary functions require sufficient physical ability and mobility to work in a classroom setting; to stand or sit for prolonged periods of time; to regularly stoop, bend, kneel, reach; to lift, carry, push, and/or pull light to moderate amounts of weight.

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

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