TOMPKINS CORTLAND COMMUNITY COLLEGE

POSITION TITLE	**GRADE**	**PAGE**
Technology Support Associate	1	1 of 2

ORGANIZATIONAL UNIT	**REPORTS TO**	**APPROVED BY**
Campus Technology	Director of Technology Support	Board of Trustees September 20, 2018

SUMMARY

Provides technical support for various computer hardware and software at the College. Solves problems in a networked environment. Supports Windows application software. Develops database systems, in conjunction with other IT staff, for administrative offices. Provides high quality service to a diverse group of faculty, staff and students.

ESSENTIAL DUTIES AND RESPONSIBILITIES

1. Diagnoses and repairs computer equipment and solves network connectivity problems. Installs computers, software and network equipment.

2. Provides help desk support for computer hardware and software.

3. Confers with vendors and other technical support personnel to obtain solutions to problems.

4. Assists other Campus Tech staff with daily operations, i.e., computer deployments, phone deployments, classroom technology setups, etc.

5. Assists with the analysis of proposed technology projects.

6. Assists in the design and development of technology software and hardware solutions. Prepares documentation and provide training on these systems.

7. Provides technical support for various academic and administrative systems.

8. Provides basic computer training to users.

9. Serves on various College committees and performs other job related tasks as assigned.

SUPERVISION

Types Supervised (check each category):   Indicate number in each category:
_____ Classified Staff   _____ # of Classified Staff
_____ Administrative   _____ # of Administrative
_____ Faculty   _____ # of Faculty
__X__ Adjunct faculty, **students**, etc.   _1-2_ # of Adj. faculty, **students**

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Campus Technology

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MINIMUM QUALIFICATIONS

Bachelor's degree in Computer Support/Information Systems or closely related field, or an Associate's degree in Computer Support/Information Systems or closely related field with previous experience working in a technology support setting.