SUMMARY

Provides technical support for computer hardware and software at the College. Solves complex computer hardware and software problems in a networked environment. Supports academic and administrative application software. Develops customized IT solutions for academic and administrative functions. Ensures and 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. May install computers, computer components, computer software and network equipment.

2. Manages help desk operations and provides advanced help desk support for computer hardware and software.

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

4. Mentors Technology Support Associates, student interns, and student workers as they work on assigned projects. Teaches and trains these individuals on College software systems.

5. Analyses, designs, and develops technology software and hardware solutions. Prepares documentation and provides user training on these systems.

6. Provides technical support at the expert level for at least one major system and at the proficiency level for at least one other major system.

7. Provides advanced computer training to users.

8. Is responsible for assigned elements of daily operations such as backups, printing, inventory and parts management, and equipment deployments.

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

Campus Technology

Director of Technology Support

Board of Trustees

September 20, 2018

Bachelor’s degree in Computer Support/Information Systems or closely related field with 1 year experience, or an Associate's degree in Computer Support/Information Systems or closely related field with 3 years of directly related work experience. Must hold at least one IT certification.