Technician, Computer Lab Support

FLSA Status: Non-Exempt
Pay Grade: 13
Job Title ID: 18155
Job Series/Job Family: Instructional Technology Series / Instructional Computing Family

Reports To

Manager, Instructional Technology Systems

Job Purpose

To maintain, install and support ACC computers, printers, and peripheral equipment; provides basic network support functions, and customer assistance services.

Description of Duties and Tasks

Essential duties and responsibilities include the following. Other duties may be assigned.

Required

1. Provides technical and non-technical assistance to students, faculty, and staff in ACC departments; provides technical support, analysis, and training in the use of computers and peripheral devices.
2. Responds to the needs and inquiries of users; explains IT issues, deploys solutions, and follows up with users to assure the stability and functionality of the users' systems.
3. Performs computer trouble-shooting to diagnose system problems; analyzes computer functionality; identifies, locates, resolves, and repairs problems within scope of authority, or forwards work orders to appropriate personnel; documents call records and results.
4. Provides referral to supervisor/lead when problems occur which are beyond the skills of the technician; and tracks the problem until it has been resolved.
5. Installs new computers for faculty, staff, and students; copies and transfers current files, and verifies domain security and file sharing protocols; maintains and updates configuration and inventory database.
6. Maintains and updates IT systems and equipment; installs software upgrades, enhancements and revised functions; activates and deactivates network and VOIP ports; resolves network connectivity problems.
7. Identifies and reports technical problems which need to be addressed by improved policies or procedures.
8. Provide technical support to students, faculty, and staff to assist in the training of users on software applications usage and configuration issues.
9. Maintains accurate support logs and contributes to support knowledge base as issues are resolved.
10. May create local user accounts and system access for e-mail and file shares.

Knowledge

Must possess required knowledge and be able to explain and demonstrate, with or without reasonable accommodations, that the essential functions of the job can be performed.

Required

- Computer hardware and software, including Microsoft WIndows, MS Office, and MAC OS.
- The capabilities of computer hardware, software, and operating systems.
- Hardware, software, and peripheral equipment troubleshooting techniques.
- Job related technical terminology.

Skills

Must possess required skills and be able to explain and demonstrate, with or without reasonable accommodations, that the essential functions of the job can be performed.

Required

- Maintaining confidentiality of work related information and materials.
- Maintaining an established work schedule.
- Effectively using interpersonal and communications skills.
- Effectively using organizational and planning skills.
- Operating and maintaining computer and peripheral equipment safely and competently.
- Using basic tools and procedures for maintaining computers and peripheral devices.
- Responding professionally, effectively, and efficiently to customer service requests.
- Prioritizing multiple tasks, projects, and demands.
- Establishing and maintaining effective working relationships

Computer Skills

Required

- Demonstrated intermediate-level technical proficiency using standard office software applications and basic-level proficiency on network domain systems.

Physical Requirements

Required

- Occasional lifting of objects up to 40 pounds.
- Subject to standing, walking, sitting, bending, reaching, kneeling, pushing and pulling.
- Work is performed in a computer laboratory and office environment.

Work Experience

Required

- Two years work experience in technical support of personal computers and peripheral equipment in a networked environment.

Education

Required

- High School diploma or equivalent.

Other

Preferred

- Based on area of assignment, specific technical certifications may be required.

Safety

Required

- Work safely and follow safety rules. Report unsafe working conditions and behavior. Take reasonable and prudent actions to prevent others from engaging in unsafe practices.