

## Technician, Computer Support

**FLSA Status:** Non-Exempt

**Pay Grade:** 14

**Job Title ID:** 19253

**Job Series/Job Family:** Information Technology Series / Network Services Family

### Reports To

Manager, Network Services

### Job Purpose

To maintain, install and support ACC computers, printers, and peripheral equipment; provide 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 assistance to 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 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 and staff; copies and transfers current files, and verifies domain security and file sharing protocols; maintains and updates configuration and inventory database.
6. Resolves network connectivity problems, and assists with database and network administration.
7. Maintains and updates IT systems and equipment; installs software upgrades, enhancements and revised functions; activates and deactivates network ports.
8. Identifies and reports technical problems which need to be addressed by improved policies or procedures.
9. Trains users on software applications usage and configuration issues.
10. Collects technical and administrative information and compiles data for reports.
11. 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**

- The capabilities of computer hardware, software, and operating systems.
- Hardware, software, and peripheral equipment troubleshooting techniques.
- Basic network support and remote printer management procedures.
- 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 an established work schedule.
- 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.
- Maintaining confidentiality of work related information and materials.
- Establishing and maintaining effective working relationships
- Effectively using interpersonal and communications skills.

### **Computer Skills**

#### ***Required***

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

### **Physical Requirements**

#### ***Required***

- Occasional lifting of objects up to 20 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 technical support work experience in a networked environment.

### **Education**

#### ***Required***

- High School diploma or equivalent.

### **Licenses/Certifications**

#### ***Required***

- Valid Texas driver's license.

### **Other**

#### ***Required***

- Depending on assignment, specific technical certifications may be required. Reliable transportation for local Austin area travel.

### **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.