

Technician, Senior, Computer Support

FLSA Status: Non-Exempt

Pay Grade: 15

Job Title ID: 19254

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

Reports To

Director, Manager or Supervisor

Job Purpose

Maintains, installs, supports and manages ACC computer systems and peripheral equipment; provides professional level 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 support, training and assistance to faculty and staff in ACC departments; analyzes problems and implements solutions according to Department guidelines and procedures; may assist with performing network and server administrator duties, and assures system stability, accessibility and proper configuration of assigned technical systems and components.
2. Performs computer trouble-shooting to diagnose system problems; analyzes hardware and software functionality; identifies, locates, resolves and repairs problems within scope of authority; documents all records and results.
3. Monitors network environment; resolves configuration and connectivity issues, and other traffic, security and access problems; checks network for operating efficiency, makes corrective adjustments to data management settings, and assures system integrity; sets up and repairs network hardware.
4. Maintains and updates computers, workstations, network systems, equipment and peripherals; installs software upgrades, enhancements and revised functions; activates and deactivates network ports.
5. May assist with enrolling and training new database users as required; monitors utilization trends and backup procedures; manages user accounts, password files and access rights.
6. 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.
7. Monitors physical security of assigned department assets; controls access to premises, observes user activities and facility utilization shifts, provides materials, training and assistance as needed.
8. 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 administration information and compiles data for reports.
11. May assist with website management.

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

- Administration and maintenance principles of multiple network operating domains, and web- and windows-based software applications.
- The structure and operating capabilities of multiple network operating systems.
- Network hardware, software and peripheral equipment troubleshooting techniques.

- Network topologies and protocols, and internet technical knowledgebase services.

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 interpersonal and communications skills.
- Effectively using organizational and planning skills.
- Operating and maintaining computer and peripheral equipment safely and competently.
- Solving technical problems involving integrated operating systems and hardware platforms.
- Using procedural programming languages, and Structured Query Language (SQL).
- Responding professionally, effectively and efficiently to customer service requests.
- Prioritizing multiple tasks, projects and demands.

Computer Skills

Required

- Demonstrated professional level technical proficiency in network domain administration.

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 complex networked environment.

Education

Required

- High School diploma or equivalent.

Preferred

- Associate degree in computer science.

Licenses/Certifications

Required

- Valid Texas Driver's License.
- Depending on assignment, specific technical network/server/database certifications and programming languages may be required.

Other

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.

