

Job Description

Position Title: Support 2, Information Technology Help Desk

Job Group: Information Technology

Job Level Group: Support-Intermediate

FLSA Status: Non-Exempt

Position Summary:

The Support 2, Information Technology Help Desk performs skilled technical level work and duties for multiple site locations in the area of information technology. Performs skilled level duties in support of college systems and programming. Troubleshoots computer software and hardware. Performs complex maintenance and repair of computer software, hardware and peripherals. Administers and maintains network workstations and related software. Maintains active inventory system for campus technology hardware.

Essential Duties and Responsibilities:

Examples of key duties are interpreted as being descriptive and not restrictive in nature. Incumbents routinely perform approximately 80% of the duties below.

1. Provides information, guidance and direction to College employees on technology systems, techniques, applications, utilities, operation, and uses of computer hardware, software and other related equipment.
2. Delivers direction on processes and procedures; schedules activities; and monitors workflow.
3. Installs, maintains, repairs, and upgrades computers, peripherals, and classroom technology for daily use; maintains networking of computers and peripherals.
4. Utilizes enterprise tools such as software management, image deployment, mobile device management, security management, and other server-based tools to manage the campus IT environment.
5. Operates or administers servers, computer workstations; ensures back-up procedures and security measures are followed, configures users, and performs installations and upgrades.
6. Contacts service contractors for major hardware malfunctions; schedules and oversees regular computer preventive maintenance.
7. Works with staff and other College departments to develop and document methods and processes in an effort to improve product quality and client satisfaction. Maintains records of work activities and documents recurring, difficult or complex problems.
8. Responds to phone calls, emails, and in person requests for any I.T. related assistance and problem solves for a quick resolution.
9. Compiles data, prepares and reviews a variety of reports; identifies trends; recommends solutions and resources.
10. Performs all other duties and responsibilities as assigned or directed by the supervisor.

Knowledge, Skills, and Abilities:

1. Skill in installation, repair, and maintenance of network and/or computer hardware, software, and peripherals
2. Skill in verbal and written communication with the ability to explain technical concepts to audiences with a wide range of technical skills
3. Skill in performing a variety of duties, often changing from one task to another of a different nature
4. Skill in positive, productive and flexible customer service
5. Ability to work with independently as well as in a team environment

Supervision:

- Results are defined and existing practices are used as guidelines to determine specific work methods. Carries out work activities independently; supervisor/manager is available to resolve problems.

Independence of Action:

- Results are defined and existing practices are used as guidelines to determine specific work methods. Carries out work activities independently; supervisor/manager is available to resolve problems.

Competencies:

Competencies are the actions and behaviors that can be observed as to how work gets done that supports the College's values and strategic objectives.

- Student Success: Allows the opportunity to support student success as well as improve access and retention.
- Information and Analytics: Allows ability to be a data leader. Provides a holistic representation of College's performance as well as data trends or issues.

Minimum Qualifications:

Candidates/incumbents must meet the minimum qualifications as detailed below.

- High school diploma or GED required.
- Vocational or technical training in Computer Science, Informational Technology, or a closely related field of study preferred.
- One (1) to three (3) years of related experience required.
OR An equivalent combination of certification, education and experience sufficient to successfully perform the essential duties of the job such as those listed above

Physical Demands:

The physical demands described here are representative of those that must be met by an employee to successfully perform the key duties and responsibilities of this job. **Reasonable accommodations may be made to enable individuals with disabilities to perform critical tasks.**

- **Environment:** Work is performed primarily in a standard office environment with staff contact and frequent interruptions.
- **Physical:** Primary functions require sufficient physical ability and mobility to work in an standard office setting; to stand or sit for prolonged periods of time; to occasionally stoop, bend, kneel, crouch, reach, and twist; to lift, carry, push, and/or pull light to moderate (up to 20 pounds) amounts of weight; to operate office equipment requiring repetitive hand movement and fine coordination including use of a computer keyboard; may be required to travel to other locations using various modes of private and commercial transportation; and to verbally communicate to exchange information.
- **Vision:** Ability to see in the normal visual range with or without correction.
- **Hearing:** Ability to hear in the normal audio range with or without correction.

Special Conditions of Employment:

- Pre-employment Background Check Required
- Some evening or weekend work hours