

# Job Description

Position Title: Information Technology Help Desk Support 3

Job Family: Information Technology

Job Level: Support & Service – Senior

FLSA Status: Non-Exempt

Salary Grade: 04

## Position Summary:

The Information Technology Help Desk Support 3 performs skilled technical level work or lead duties for multiple site locations in the area of information technology. Completes technical duties to operate and support PC hardware and software at multiple site locations. Prepares, plans, schedules, and coordinates technology with internal departments, outside organizations, and agencies for multi-media production.

## 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. Troubleshoots computer and network problems in the classroom. Ensures all software and hardware is up-to-date and installs updates as required.
2. Creates, updates, and closes service tickets on the ticketing system. Prioritizes and completes work orders.
3. Removes and disposes of outdated computers and other media equipment following established procedures.
4. Performs set up and configuration of computers and peripheral equipment including printers and scanners.
5. Coordinates, schedules, and participates in college events and other multi-media productions. Manages layout of event and configures AV setups to ensure high-quality broadcasting.
6. Sets up and installs equipment including microphones, sound speakers, video screens, projectors, video monitors, connecting wires, and cables, tunes sound and mixing boards for College events and campus functions including large conferences and sports events.
7. 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 independently as well as in a team environment

## Supervision:

- Not responsible for supervising the work of others.

## 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.

- Vocational or technical training in Computer Science or a closely related field of study required.
- Associate's degree in Computer Technology or a closely related field of study preferred.
- Three (3) to five (5) years of related experience with hardware, software, and peripheral equipment.

## 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 a standard office setting; to remain in a stationary position for prolonged periods of time; to occasionally position self to perform duties; to position or transport light to moderate (up to 20 pounds) amounts of weight; to operate office equipment including use of a computer keyboard; to travel to other locations using various modes of private and commercial transportation; and to effectively 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
- DMV Check/Current and Valid AZ Driver's License
- Some evening or weekend work hours