

JOB DESCRIPTION



Position Title: User Support Technician

Department: Technology Services

Employment Category: Classified Staff

Primary Location: District-wide
Based on Sierra Vista or Douglas Campus

FLSA Classification: Non-exempt
Remote Work Eligible: No

Parameters: 40 Hours/Week; 12 Months/Year **Pay Grade:** CS11

Position Summary: The User Support Technician is responsible for assisting with the maintenance, troubleshooting, and repair of computer hardware, audio-visual hardware, and software related problems, audio-visual support, installing new hardware and software, peripheral equipment, operating systems, network and phone cabling.

Essential Functions: As defined under the Americans with Disabilities Act, may include any of the following tasks, knowledge, skills, and other characteristics. This list is ILLUSTRATIVE ONLY, and is not a comprehensive listing of all functions and tasks performed by incumbents of this class.

Duties and Responsibilities: Within the scope of college policies and procedures, this position:

Provides exceptional customer services for students, employees, and the public by responding to calls, email messages and in person requests seeking help. Ask questions to determine nature of problem, walk customer through problem-solving process, and follow up with customers to ensure issue has been resolved

Maintains, troubleshoots and repairs computer, audio-visual hardware and software in person, remotely, via phone, or by email

Assists with troubleshooting network connection problems and performing repairs; aids in the installation of cables for network connectivity; tests cables and other equipment as needed

Assists with new computer, audio-visual hardware and software installs and upgrades following Technology Services standards

Configures computers, audio-visual hardware and peripheral hardware to established specifications; adjusts specifications as required by users or best practices; ensures appropriate phone connectivity; installs and configures network printers; connects users to network

Use ticketing system to effectively collect, document, analyze and report maintenance activities related to issue resolution and communicate with customers, management and co-workers

Provides audio-visual support in classrooms and meeting rooms to include video conferencing; assist with audio/visual equipment upgrades and new installs. Setup, tear down, and operation of technology utilized at events

Follow and execute directives and instructions from authorized technology services staff

Performs other related duties as assigned

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General Expectations: Employees are expected to accomplish assigned duties in an efficient, effective and competent manner and to strive for improvement and excellence in all work performed. Additionally, employees must understand the comprehensive role of the community college and cooperate and work harmoniously with students, faculty and staff, and the public. Employees will follow all college policies, rules, regulations and guidelines as they relate to this position.

Education and Experience Requirements:

Associate's degree in computer science or related field from a regionally accredited institution of higher learning recognized by the US Department of Education

One year of related full-time, professional experience

Possess a valid state issued driver's license and must meet and maintain a driving record to be approved for coverage under the college's motor vehicle insurance policy

Preferred: Ability to pass a comprehensive background screening required for access to Fort Huachuca

An equivalent combination of education and/or experience from which comparable knowledge, skills and abilities have been achieved may be considered.

Knowledge, Skills and Abilities:

Knowledge of and ability to follow college policies and procedures

Knowledge of current information technologies, including but not limited to word processing, database, presentation, and spreadsheet software, specifically Microsoft Office and Google applications

Knowledge of troubleshooting techniques and methods related to audio-visual classroom support

Knowledge of current information technology

Knowledge of computer hardware and software

Skill maintaining and troubleshooting computer hardware and software

Skill in coordinating and prioritizing competing demands

Ability to communicate effectively, verbally and in writing, and to relate to others in a professional, helpful manner

Ability to maintain strict confidentiality related to sensitive information

Ability to relate to a diverse population and to maintain composure when faced with difficult situations

Ability to multi-task and organize, prioritize, and follow multiple projects and tasks through to completion with an attention to detail

Ability to work independently while contributing to team environment

Ability to effectively identify and resolve problems and to maintain strict confidentiality related to sensitive information

Ability to analyze problems, identify solutions, and take appropriate action to resolve problems using independent judgment and decision-making processes

Ability to establish and maintain effective working relationships with other department staff, faculty, students and the public

Ability to safely use hand tools and power tools

Work Environment: Work is primarily performed under general supervision in a classroom or office setting with appropriate climate control. Some projects and work tasks will require working outside in varying weather and environmental conditions. Will be required to be on-location for the setup and support of events and college-sponsored functions to include evening and weekend hours. Will be required to work varied shifts that span from 7 AM up to 8 PM during Fall and Spring Semesters.

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Physical Requirements: Essential functions of this position require: lifting, manual dexterity, to include fine motor skills, ability to communicate verbally and in writing.

Medium work: Exerting up to 50 pounds of force occasionally and/or up to 20 pounds of force frequently or constantly to lift, carry, push, pull or otherwise move objects, including the human body; involves sitting only occasionally, walking and standing are required regularly, incumbents may be required to kneel, crouch/squat, crawl, climb, stoop, turn/twist, balance, reach, or handle

Mental Application: Utilizes memory for details, verbal instructions, emotional stability, critical thinking, adaptability and creative problem-solving skills are important

Reports to: User Support Supervisor

Disclaimer: The above statements describe the general nature, level, and type of work performed by the incumbent(s) assigned to this classification. They are not intended to be an exhaustive list of all responsibilities, demands, and skills required of personnel so classified. Job descriptions are not intended to and do not imply or create any employment, compensation, or contract rights to any person or persons. Management reserves the right to add, delete, or modify any and/or all provisions of this description at any time as needed without notice. This job description supersedes earlier versions.