

**CROWDER COLLEGE
POSITION DESCRIPTION**

Status: 12 months	Title COMPUTER TECHNICIAN
Revised: 11/30/2016	Department INFORMATION TECHNOLOGY
Level: Staff, Range 6	IPEDS TECHNICAL
FLSA: Non-exempt	Reports to DIRECTOR OF INFORMATION TECHNOLOGY

POSITION SUMMARY

The Computer Technician will provide organizational-wide technical support and maintenance for in-house computer systems and peripheral devices along with other technology related equipment as required.

MAJOR FUNCTIONS

Major Functions include, but are not limited to the following:

1. Prioritize and respond to student, faculty and staff requests for service on information technology equipment.
2. Provide customer support in a courteous and professional manner.
3. Manage existing user accounts in a Windows Active Directory environment.
4. Troubleshoot and repair computer equipment and peripheral devices, including printers.
5. Perform computer system software and hardware upgrades.
6. Perform basic network repairs.
7. Must stay current on advances in technology and adapt quickly to new requirements.
8. Accurately document maintenance procedures and manage repair tickets.
9. Must be willing to work outside normal business hours as required.
10. Provide on-site and remote support to assigned branch campus.
11. Provide end user training and assistance when required.
12. Maintain equipment inventory and order parts if necessary.
13. Other related duties as assigned.

KNOWLEDGE AND CRITICAL SKILLS/EXPERTISE

1. Associate's degree preferred or (2) years directly related full-time work experience.
2. One (1) year of full-time related work experience in addition to above is preferred.
3. Ability to perform hardware and software repairs.
4. Ability to perform multiple tasks and remain calm during frequent interruptions.
5. Ability to establish and maintain positive working relationships with other employees, students, and the public.
6. Ability to handle confidential material judiciously.
7. Knowledge of standard office procedures, regulations and policies.
8. Ability to work independently with a minimum of supervision.
9. Ability to take direction and ensure timely and accurate task completion.

EQUIPMENT/SOFTWARE ABILITIES

Microsoft:
Windows 7, Windows 8, Windows 10
Windows login in a Domain environment

Microsoft Office

Other:

Basic networking skills

POSITIONS SUPERVISED

Work-Study or other student workers as needed.

WORKING CONDITIONS

1. Normal college working hours including one evening per week are normal, but adjustment of hours involving additional evenings and/or weekend work may be required.
2. Weekly travel required to support assigned branch campus.
3. A neat appearance and appropriate apparel are required.
4. Access and distribute information using computers.

PHYSICAL DEMANDS

1. Some lifting and carrying of computers and components (approx. 35 to 40 lbs).
2. Ability to concentrate on assigned tasks and pay close attention to detail.
3. May sit at a workstation for up to three (3) hours at a time.

LANGUAGE/COMMUNICATIONS SKILLS

1. Effective telephone communication skills, including ability to obtain and provide information verbally and in writing.
2. Ability to communicate effectively with a variety of people, including staff, students and the general public.
3. Ability to use and understand technical manuals.
4. Ability to understand oral or written instructions, and to ask appropriate questions for clarification.
5. Ability to read and write English.