

**CROWDER COLLEGE
POSITION DESCRIPTION**

Status: 12 months, Full-time, Grant Funded	Title COMPUTER TECHNICIAN
Revised: 10/09/2017	Department INFORMATION TECHNOLOGY
Level: Staff, Range 6	IPEDS TECHNICAL & PARAPROFESSIONAL
FLSA: Nonexempt	Reports to DIRECTOR OF INFORMATION TECHNOLOGY

POSITION SUMMARY

The Computer Technician will provide organization-wide technical support and maintenance for in-house computer systems and peripheral devices along with other technology related equipment as required. The Computer Technician will assist Educational Technology with installation of instructional and audiovisual equipment.

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. Provide support for Title III Grant activities.
14. Install technology systems and equipment.
15. Other related duties as assigned.

KNOWLEDGE AND CRITICAL SKILLS/EXPERTISE

1. Associate's degree in related field preferred or (3) years directly related full-time work experience required
2. Ability to perform hardware and software repairs.
3. Ability to perform multiple tasks and remain calm during frequent interruptions.
4. Ability to establish and maintain positive working relationships with other employees, students, and the public.

5. Ability to handle confidential material judiciously.
6. Knowledge of standard office procedures, regulations and policies.
7. Ability to work independently with a minimum of supervision.
8. Ability to take direction and ensure timely and accurate task completion.

EQUIPMENT/SOFTWARE ABILITIES

Microsoft:

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

Apple:

MAC OS X 10

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. The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.
3. Frequent travel maybe required to support technology needs at all Crowder sites.
4. A neat appearance and appropriate apparel are required.

PHYSICAL DEMANDS

1. Some lifting and carrying of computers and components (approx. 35 to 40 lbs).
2. While performing the duties of this job, the employee is occasionally required to stand; walk; sit; use hands to finger, handle or feel; reach with hands and arms; stoop, kneel, or crouch; and talk or hear. Specific vision abilities required by this job include close vision.
3. Ability to concentrate on assigned tasks and pay close attention to detail.
4. Access and distribute information using computers.
5. 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.