

**CROWDER COLLEGE  
POSITION DESCRIPTION**

<b>Status:</b> 12 months	<b>Title</b> COMPUTER TECHNICIAN
<b>Revised:</b> 10/1/2018	<b>Department</b> INFORMATION TECHNOLOGY
<b>Level:</b> Staff, Range 6	<b>IPEDS</b> TECHNICAL
<b>FLSA:</b> Non-exempt	<b>Reports to</b> 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.
5. 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.

### **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.
4. While performing the duties of this job, the employee is occasionally required to stand; walk; sit; use hands to handle or feel; reach with hands and arms; stoop, kneel, or crouch; and talk and/or hear. Specific vision abilities required by this job include close vision.

### **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.