

POSITION DESCRIPTION

JOB TITLE: REMOTE COMPUTER TECHNICIAN

DEPARTMENT: INFORMATION TECHNOLOGY

DIVISION: INFORMATION SERVICES

HOURLY WAGE: \$15.22

HOURS PER WEEK: 40

FLSA: NON-EXEMPT

IMMEDIATE SUPERVISOR: TECHNICAL SERVICES MANAGER

SCHEDULE DETAILS: CLASSIFIED STAFF/RANGE 6/FULL-TIME/12 MONTH POSITION

DATE OF LATEST REVIEW/REVISIONS: March 31, 2021

Position Summary

The Computer Technician will provide remote organization-wide technical support and maintenance for in-house computer systems and peripheral devices along with other technology related equipment as required. This technician will be responsible for assisting our external Crowder College users with their support needs via remote tools.

Essential Job Duties

- Prioritize and respond to “remote” student, faculty and staff requests for service on information technology equipment.
- Provide customer support in a courteous and professional manner for our remote users.
- Coordinate installation and maintenance activities with the external user in advance with scheduling software.
- Manage existing user accounts in a Windows Active Directory environment.
- Troubleshoot and repair computer equipment and peripheral devices, including external networking equipment.
- Perform computer system software and hardware upgrades.
- Perform basic network repairs.
- Must stay current on advances in technology and adapt quickly to new requirements.
- Accurately document maintenance procedures and manage repair tickets.
- Will work outside of normal business hours as required.
- Provide on-site and remote support to assigned branch campus.
- Provide end user training and assistance when required.
- Maintain equipment inventory and order parts if necessary.
- Install technology systems and equipment.
- Provide and protect confidential information to verified customers.
- Perform other related duties to meet the ongoing needs of the organization.

Required Knowledge, Skills & Abilities

- Three (3) years directly related full-time work experience
- Ability to perform hardware and software repairs.
- Ability to perform multiple tasks and remain calm during frequent interruptions.
- Ability to establish and maintain positive working relationships with other employees, students, and the public.
- Ability to handle confidential material judiciously.
- Knowledge of standard office procedures, regulations and policies.
- Ability to take direction and ensure timely and accurate task completion.
- Must have adequate home internet available for remote tools as needed.
- Must be able to troubleshoot a wide variety of common household modems, routers, and WiFi devices.

Preferred Knowledge Skills & Abilities

- Associate’s degree in related field

Information Technology Abilities

- Ability to operate a personal computer using the Windows and Apple environments.
- Ability to operate a personal computer within the Crowder College Network environment using the currently available Microsoft Windows and/or Apple operating system.
- Ability to operate standard office equipment such as computers, desktop calculators, cash register, copiers, and telephones.
- Ability to use E-mail and associated calendaring/scheduling applications.
- Ability to key in data accurately.
- Expertise with word processing, spreadsheet and database software.
- Ability to use other computer programs as needed
- Microsoft: Windows 10, Windows 8, Windows 7, Windows login in a Domain environment, Microsoft Office
- Apple: MAC OS X
- Other: Basic networking skills

Positions Supervised

- None

Working Environment

- Work is performed primarily in a standard office setting with some exposure to temperature changes, noise, dust or chemicals.
- Work may involve frequent interruptions and distractions.
- May require extended periods of time viewing computer monitor or standing.
- Working hours will vary between 8am to 7pm, but adjustment of hours involving additional evenings and/or weekend work will be required from time to time with advance scheduling.
- Frequent travel will be required to support technology needs to all Crowder sites.
- A neat appearance and appropriate business apparel are required.
- The conditions herein are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Physical

- Ability to concentrate on assigned tasks and pay close attention to detail.
- May sit at a workstation for up to three (3) hours at a time.
- Input, access and distribute information using computers.
- Some lifting and carrying of computers and components (approx. 35 to 40 lbs).
- Ability to concentrate on assigned tasks and pay close attention to detail.
- Access and distribute information using computers.
- 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 or hear. Specific vision abilities required by this job include close vision.
- The conditions herein are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Creative and Analytical Skills

- Ability to apply common sense understanding to carry out instructions furnished in written, oral or diagram form.
- Ability to devise or modify methods or processes to solve specific problems.

Language/Communication Skills

- Effective telephone communication skills, including ability to obtain and provide information verbally and in writing.

- Ability to communicate effectively with a variety of people, including staff, students and the general public.
- Ability to use and understand technical manuals.
- Ability to understand oral or written instructions, and to ask appropriate questions for clarification.
- Ability to read and write English.

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