PC/Network Support Technician (Level II)

Department: Computer and Technical Services
FLSA Status: Exempt
Grade/Level: Admin/Prof I
Job Status: Full Time
Reports To: Director of Computer and Tech Services
Amount of Travel Required: Some travel required
Positions Supervised: Student Worker/s
Contract Length: 12 months

PURPOSE: Works to support the software and hardware needs across the college campus. The PC/Network Support Technician is responsible for the installation, maintenance and enhancement of selected computer software and hardware systems. Installs, configures, maintains, and repairs network, computer and distance education hardware/software systems.

MAJOR RESPONSIBILITIES:
- Maintains high degree of technical expertise in relevant software, hardware and network systems.
- Provides support and acts as a resource person for faculty, staff and students.
- Provides diagnosis and problem resolution of selected software/hardware.
- Participates in (and may lead) the planning, developing, and implementing of network-client software and/or revisions/updates to existing applications.
- Installs, configures, maintains, and repairs hardware and software.
- May monitor location software licensing compliance.
- Evaluates, tests, and implements selected software and hardware.
- Assists supervisor and/or appropriate others to evaluate hardware/software, prepares/reviews bid specifications and participates in ad hoc projects.
- Responsible for assisting the administrative computer support specialist in maintaining network security.
- Follows directions of the Director of Computer Services
- Performs other duties as assigned.

Competency Statement(s)
- Achievement of Strategic Initiatives – Ability to link departmental work with the achievement of NTCC’s strategic initiatives
- Communication - Ability to communicate verbally and in writing clearly and concisely.
- Customer Service - Ability to take care of the customers’ needs while following company procedures.
- Ethics – Ability to be guided by NTCC’s accepted principles of ethical conduct.
- Initiative and Resourcefulness – Ability to act and takes steps to solve or settle an issue.
- Interpersonal - Ability to get along well with a variety of personalities and individuals.
- Judgment and Decision Making Ability – Ability to form sound opinions or make decisions by evaluating available information.
- Leadership – Ability to motivate and guide others to perform in accordance with clear expectations and goals.
- Planning and Organization of Work – Ability to plan, organize staff, direct and control work tasks to meet a specific goal.
- Reliability and Responsibility – Ability to be dependable and trustworthy.
Skills and Technical Competence – Ability to relate to topics that require an understanding or specialized knowledge pertinent to job needs.

Team Building – Ability to ensure that team members are invested in team activities and decisions, and that the team works together to achieve a goal.

Work Under Pressure – Ability to maintain composure when exposed to stress in the workplace

QUALIFICATIONS:

Education and Experience: Associates degree plus one year experience in a network system environment or graduation from high school or equivalent plus three years of experience in a network system environment (a combination of college course work/training plus a minimum of one year of relevant work experience may be used to total three years experience).

Skills and Abilities:

- Thorough knowledge of PC hardware and peripherals required. A+ certification and knowledge of Apple Macintosh hardware and peripherals preferred.
- Thorough working knowledge of PC operating systems, e.g., Microsoft Windows XP/Vista/7, required. Knowledge of Mac OS X and Linux is preferred.
- Thorough knowledge of server operating systems, Microsoft Windows Server 2003/2008 required.
- Knowledge of networking hardware and software, specifically Cisco IOS, required.
- Ability to make/test network cabling, terminate/test network patch panels and jacks. Knowledge of phone system wiring and termination preferred.
- Knowledge of videoconferencing equipment, software and techniques preferred.
- Must have the ability to interpret technical information and present it effectively both orally and in writing to a wide variety of external professionals and in-house staff from diverse socio-economic backgrounds.

WORK ENVIRONMENT

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. The noise level in the work environment is usually quiet.

Physical and Mental Requirements

Ability to maintain concentration level while dealing with interruptions. Attention to details, with emphasis on accuracy in data entry. Capable of giving, receiving, and analyzing information, formulating work plans, and articulating goals and action plans. Ability to lift, carry, or move 50 pounds. Walking; good listening skills; frequent stressful conditions; standing; sitting for long periods of time; lack of mental impairment; frequent decision making ability.

This is an inside office position with minimal safety/health hazard potential.

SIGNATURES:

______________________________________________ Date
PC/Network Support Technician

______________________________________________ Date
Director of Computer and Technical Services

______________________________________________ Date
Vice President for Administrative Services
President

Job description developed: 2000
Reviewed: 2002
Revised: 2002, 2009
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