

Position Description

Job Title: Help Desk Technician
Department: MIS
Last Update: 08/09/2009
Supervisor's Position: Help Desk Support Technician Supervisor
FLSA Status: Non-Exempt



The following statements are intended to describe the general nature and level of work being performed. They are not intended to be construed as an exhaustive list of all responsibilities, duties, and skills required of personnel in said position.

Job Summary:

The Support Technician's role is to support and maintain computer systems, desktops, and peripherals. This includes installing, diagnosing, repairing, maintaining, and upgrading all hardware, software and peripheral equipment while ensuring optimal workstation performance.

Essential Duties and Responsibilities:

- Provide excellent customer service to Faculty, Students and WATC Staff
- Troubleshoot hardware and software problems in a timely and accurate manner.
- Actively participate in the IT Services team meetings, accept new projects, informing the team of critical issues and providing status reports on existing projects.
- Participate in planning and activities necessary for the maintenance and/or upgrading of College technology systems, as needed.
- Help drive future technology solutions based on the needs & mission of the College
- Perform other duties as assigned including basic campus security and facilities support

Required Knowledge, Skills, and Abilities:

- Advanced knowledge of software installation, computer imaging and deployment.
- Ability to identify user needs and provide technical solutions.
- Ability to instruct others, both individually and in a group setting.
- Ability to interact well with a diverse campus population.
- Excellent organization and customer service skills.
- Ability to travel between campuses and within region as job requires

Education and Experience:

- Associate's Degree in Computer Science or equivalent experience in related field preferred.
- A+, MCP, MCDST or MCSA preferred.
- Experience with computer hardware and software, required.
- Minimum of two years experience in Desktop support preferred.

Working Conditions:

Attendance at required meetings and in-services. Frequent travel required. Daily schedules may fluctuate to accommodate organizational needs, deadlines and delivery of services. Providing on-call support will be part of weekly tasks. Lifting up to sixty pounds may be required on a regular basis.

Employee Acknowledgement

Date

Supervisor Acknowledgement

Date