Position Description: IT Help Desk Technician

Division: Technology & Institutional Effectiveness
Department: IT
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 by the position. Duties will be modified as needed; work assignments and schedule are based on the needs of the college.

Job Summary:

The Support Technician’s role is to support and maintain computer systems, desktops, and peripherals. This person will be responsible for installing, diagnosing, repairing, maintaining, and upgrading hardware, software and peripheral equipment while ensuring optimal computing performance.

Essential Duties and Responsibilities:

1. Provide excellent customer service to Faculty, Students and WATC Staff
2. Troubleshoot hardware and software problems in a timely and accurate manner.
3. Actively inform fellow technicians of critical issues while providing status reports through the IT Ticketing System
4. Participate in the IT Services team meetings
5. Actively assist with IT upgrade projects
6. Help drive future technology solutions based on the needs & mission of the College
7. Perform other duties as assigned

Education, Experience, Knowledge & Skills Needed:

- Associate’s Degree in Information Technology or equivalent experience in related field preferred
- CompTIA A+ 220-801 and 220-802 Certification Required, N+, S+ preferred
- Experience with troubleshooting and repair of modern computers is required
- Minimum of two years’ experience in computer support preferred
- Advanced knowledge of software installation, computer imaging and deployment
- Ability to identify user needs and provide technical solutions
- 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
Other Position Requirements:
1. Work effectively and productively as a team member. Keep others informed of information needed. Treat others with respect, maintaining a spirit of cooperation.
2. Maintain effective and professional verbal and written interactions with peers, customers, supervisors and other staff. Use diplomacy and tact in dealing with difficult situations or people. Demonstrate effective listening skills. Is receptive to constructive feedback.
3. Maintain acceptable overall attendance record, to include department meetings, all-employee meetings/trainings as required. Ensure appropriate notification to supervisor for absences, and ensure that work is covered. Be flexible in work schedule when needed.
4. Produce quantity of work necessary to meet job requirements.
5. Demonstrate the ability and willingness to handle new assignments, changes in procedures and business requirements. Identify what needs to be done and take appropriate action.
6. Complete assigned work; meet deadlines without reminders/follow-up from supervisor or others.
7. Perform work conscientiously with a high degree of accuracy.
8. Participate in a minimum of 20 hours professional development activities on an annual basis to remain current with industry trends and advancements.

Working Conditions:

Must be able to work in a multi-tasked, high-volume environment, completing multiple and competing priorities. Daily attendance is required to meet the needs of the College. Attendance is required at meetings and in-services some of which may be out of the area. Schedules may fluctuate to accommodate departmental needs, deadlines and delivery of services. Long periods of sitting will be required. Extensive data entry/typing required. Ability to converse in, and understand English is required. Sufficient vision and hearing are required to complete the work and interact with students, staff, faculty and the public. Independent travel by car and public carrier is required to enable flexibility to work at alternate campuses/locations when needed. Evening and weekend work may be required. Work schedule will be as needed and required by administration to accomplish assigned duties. Providing on-call support will be part of weekly tasks. Lifting up to sixty pounds may be required on a regular basis.

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Employee Printed Name

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Employee Signature

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Date

12/13