

**Senior IT Support Technician
Information Technology Department**

Primary Purpose

Provides day-to-day management and coordination of the IT Help Desk resulting in prompt resolution of technical problems. Provides supervision, training, and direction for IT Support Technicians. Supports System Administrators in the deployment of hardware and software solutions including providing assistance with defining instructional technology needs. Position will require travel to other campuses as needed.

Position Number: 998992

Class and Grade: Professional Support Grade 21

Description of Duties and Tasks

Essential Job Functions:

- Support, document, monitor, configure, and administer the IT Help Desk.
- Manage and train IT Support Technicians.
- Analyze help desk tickets and/or IT Service Survey data and recommend customer service improvements.
- Develop training materials and procedures for end users (faculty, staff, and students) and IT Support Technician staff.
- Assist with the assessment, development, implementation, and support of classroom presentation technologies.
- Assist with the development and implementation of instructional technology support software images.
- Diagnose and provide support on computer system problems, including debugging, correcting, repairing, servicing, examining, installing, training, and troubleshooting computer hardware, printers, and other peripherals.
- Provide assistance to faculty, staff, and students on the use of software and hardware.
- Provide support to help faculty and staff access network resources from work and/or home.
- Provide assistance with technology requirements in classrooms, computer laboratories, conference rooms and other remote locations, including setting up laptops, projectors, network, and internet access.
- Work with faculty and staff to coordinate routine hardware, software and refresh of College technology.
- Maintain an inventory of technology resources including location, when moved, and any particular maintenance or setup issues.
- Gather, research, and communicate pricing on computer hardware and software.

- Assist in maintaining one or more college technologies as directed.
- Perform other duties and responsibilities as assigned.

Required Knowledge, Skills, and Abilities

- Knowledge of various types of computer operating systems including Windows, Linux and Mac.
- Knowledge of local area networks, and communications equipment.
- Sufficient technical knowledge to undertake problem resolution of equipment hardware and software issues to identify the cause of errors/defects.
- Ability to analyze information and evaluate results to choose the best solution and solve problems.
- Ability to develop constructive and cooperative working relationships with others.
- Ability to create and maintain technical documentation in written or electronic form
- Ability to use logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems.
- Excellent oral and written communication skills necessary to maintain professional communications with people inside and outside the College environment as necessary.
- Excellent interpersonal skills and an end-user customer service orientation.
- Must have (or can obtain) a valid Florida Driver's License with an acceptable driving record.

Ergonomic Requirements

Ability to stand, walk, bend/stoop, climb, reach above shoulder level, kneel, balance, squat, crawl, crouch, lift 25-75 lbs, and carry 25-75 lbs.

Qualification Standards

This position requires an Associate's degree with a Bachelor's degree preferred and a minimum of three years of related experience working as a technical support technician or help desk manager in an enterprise environment. Must have a valid Florida Driver's License with an acceptable driving record. Appropriate college coursework, technical training, or industry certification may be substituted for the related experience. Industry certification with directly related experience may be substituted for the degree requirements.

Note: The College reserves the right to change or reassign job duties, or combine positions at any time.

Created 12/15
 Updated 7/2016
 Updated 3/2018
 Updated 10/18