FORT SCOTT COMMUNITY COLLEGE
Position Description IS03

JOB TITLE: Technician

DIVISION/DEPARTMENT: Information Technology Department

RESPONSIBLE TO: Director of Information Technology

MONTHS PER YEAR: 12   **HOURS PER WEEK**:   Non-Exempt   **DATE:** 8-11

CREDENTIALS:

Associate's Degree and/or a minimum of two years experience in a related field required.
Experience with basic and advanced desktop troubleshooting procedures desired
General knowledge and basic understanding of network information systems preferred
Excellent oral and written communication skills
Self motivated, both individually and in group activity
Well developed organizational skills
Demonstrated success in dealing with a wide range of personalities in a customer service environment preferred.

MAY BE REQUIRED TO:

Sit/stand for long periods of time, operate or demonstrate instructional equipment and technologies, speak and hear clearly, drive and/or transport equipment to various sites, lift heavy objects to approximately 50 pounds.

DUTIES AND RESPONSIBILITIES:

1. Troubleshoot, diagnose, and correct a broad range of problems common on desktop computers in a networked environment.
2. Assist with training of administrative staff, support staff and faculty
3. Perform basic troubleshooting of hardware/software problems and make repairs as needed for the college's computers and network
4. Perform system operation duties (backups, reports, housekeeping, etc.) as required
5. Provide technical support for organizing, maintaining and updating the academic computer labs at both main and remote campus sites.
6. Assist faculty and staff at both main and remote campus sites with computer needs
7. Assist with data entry as required.
8. Assist with preparation of operating/training manuals.
9. Evaluate and recommend modification of computer and network accounts at both main and remote campus sites.
10. Add, remove, and maintain user accounts across a wide range of network resources / domains as needed.
11. Install software on faculty, staff, and lab machines as required for instruction or administrative purposes.
12. Continue to train in various areas of technical knowledge
13. Install, move, and terminate phone and data cabling.
14. Other duties as assigned

Salary Range $10.26 to 11.72 hourly, based on experience and credentials

Reviewed by Supervisor: _____   _____
                                         Signature   Date

All job descriptions are subject to revision based on changing needs of the college.