

POSITION DESCRIPTION

Position Title: Computer Specialist (Support)	Number: 0033.FO	FTE: 1.0
Classification: Classified, non-exempt	Report To: Director of Information Technology	Date: 03/22

General Description and Purpose

Supports the daily operation of all user hardware and software, answers inquiries from user offices, conducts software and hardware training for users as needed.

Primary Functions/Responsibilities

1. Responsible for daily operation of personal computer software and hardware.
2. Carry out users' requests relative to the various kinds of information needed.
3. Inform all users of usage procedures.
4. Monitor the system, noting and responding to emergencies.
5. Train administrative staff, support staff and faculty in use of software programs, both individually and in group settings.
6. Perform basic troubleshooting hardware/software problems and make basic repairs as needed.
7. Assist with the evaluation and modification of computer and network requirements.
8. Handle all incoming telephone calls.
9. Maintain an inventory of computer related supplies.
10. Prepare operating/training manuals, purchase orders, etc.
11. Assist users with reports and queries.
12. Work with vendors to purchase, return, and track computer hardware and software.
13. Other duties as assigned by the Director of Information Technology.

Coordination and Accountability Tasks

Assist all levels of the college with planning, using, maintaining and optimizing usage of hardware and software.

Supervises the Following Staff

None

Required Knowledge, Skills, Abilities, and other Characteristics

1. Knowledge of computer components, computer troubleshooting procedures, Microsoft Office and Microsoft Operating Systems.
2. Service-oriented attitude
3. Excellent interpersonal skills and the ability to communicate/work effectively with a diverse college community.
4. Excellent oral and written communication skills.
5. Capable of dealing with multiple priorities under stressful conditions.
6. Must be willing to quickly learn all aspects of the college specific software.
7. Capable of moving a minimum 100 lbs. and ability to carry 15-45 lb. loads over 50 yds. multiple times in a (4) hour period.
8. Ability to work on feet (standing, walking, constant movement) for a 4 hour period.
9. Ability to bend, stoop, kneel, twist, climb, crawl and lift objects for a 4 hour period.

Experience

Previous experience working in an Information Technology environment is preferred.

Education

Bachelor's degree in computer science and/or related field preferred.

Certifications and/or Licensure

CompTIA A+

Work Conditions/Environment

Work conducted primarily in Computer Center.

Other

Position may require occasional travel, as well as evening and/or weekend work.

Acknowledgement of Receipt and Agreement

By signing below, I acknowledge that I have received and reviewed a copy of this position description. In addition, I agree to strive to effectively perform and comply with the job duties and responsibilities outlined in this description.

Employee Name (Printed)

Date

Employee Signature