**TECHNOLOGY SUPPORT TECHNICIAN**

*Note: This material is not intended to represent a complete position description; it is meant as a job aid to provide a foundation for completing a detailed individual description. All functions and tasks listed below will not apply to every position and this is not an exhaustive list of potential duties. Supervisors should select any of this material which applies to provide a framework for their description, then add detail, context, and other functions relevant to their specific needs. This material is also competency-level neutral. In addition to functions and tasks, other considerations including but not limited to scope, organizational placement, and reporting relationship are key determining factors in position leveling.*

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| **FUNCTIONS** | **TASKS** |
| Technical Support | * Supports desktops and laptops to include administration of software upgrades, installing software, and recovery of lost/corrupted data
* Provides troubleshooting and diagnostic solutions for hardware and software
* Provides resolutions for wide range of IT issues by telephone, e-mail, or in-person
* Performs computer setup to include installation of hardware, software and configuring of applications
* Ensures security of IT systems to include access control and password management
* Provides website support to include internet access issues
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| Customer Consultancy / Customer Support | * Responds to unit, department, and campus clientele IT support needs based on established standards or service-level agreements
* Keeps customers informed of status of IT work performed to include any delays
* Documents all service requests and outcomes
* Meets with faculty, management, and staff to determine technical support needs and resolves routine and non-routine issues
* Coordinates deployment of IT staff to campus locations
* Collaborates with subject-matter experts on specific hardware or software to find solutions to client needs
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| Project Management | * Investigates and recommends software/hardware equipment to meet project needs
* Manages data storage systems
* Participates as member on project teams usually in role of technical advisor/technical support
* Attends project meetings and provide input on IT and other technical issues
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| Equipment Repair / Maintenance | * Diagnoses, repairs, and maintains computer hardware equipment
* Diagnoses printer issues and completes necessary repairs
* Repairs and maintains media production equipment
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| Technical Training / Documentation | * Develops and provides IT training for use of computer hardware and software
* Provides online digital media production tutorials
* Produces documentation for computer systems detailing installation procedures for software/hardware configurations
* Maintains up-to-date knowledge of IT software, hardware, digital media, and current trends in IT industry and higher education
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| Technical Solutions | * Evaluates IT needs and resources and offers solutions to optimize service provided
* Installs and manages encryption software systems
* Utilizes innovative solutions (SCCM, Skype) to meet clients remote access technology needs
* Installs and monitors back-up software for desktop and laptop systems
* Provides recommendations/solutions for IT, video conferencing, and other technical equipment layout
* Manages multiple users’ listservs and websites
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| Inventory Management | * Maintains inventory of hardware (desktop and laptop computers, printers, digital media, and telephone equipment)
* Maintains software licenses
* Maintains inventory of photography, video conferencing, lighting, and sound equipment
* Coordinates/handles surplus of computer equipment
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| Event/Classroom Support | * Sets up, installs, and tests microphones, speakers, video screens/monitors, projectors, recording equipment and wiring for meetings/events
* Operates sound, photography, lighting, and video conferencing equipment
* Provides IT support for web conferences and webinars
* Manages online event communication tools (such as Adobe Connect)
* Provides room orientation and support of A/V, sound, and IT equipment for classrooms and lecture halls
* Uploads on-demand and on-site course materials based on instructional designer and/or faculty feedback
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| Planning, Organization, and Development | * Assists faculty and course production staff in conceptualization and production of digital content for online courses
* Works with clients to schedule work and ensure compliance to established deadlines. Issue progress reports as necessary.
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| Team Lead | * Directs the daily workflow of other staff members by assigning tasks
* Trains new staff members on work methods, policies, and practices
* Provides feedback to supervisors on team members for performance evaluations
* Serves as a resource to other team members for questions or work issues
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| Supervision | * Provides full supervision to [define subordinate positions]; interviews and makes hiring decisions/recommendations; recommends initial pay rates and subsequent adjustments; ensures employees are trained in job responsibilities and provides for ongoing development; manages the performance review process and assigns performance ratings; addresses performance deficiencies and disciplinary issues as needed; sets work schedules and approves leave requests
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| Other Duties (5% max) | * Other duties as assigned by management to meet business needs
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**STATE–DEFINED COMPETENCIES** *(Use to complete section 7 of the position description by defining how these apply to your specific job. All competencies may not apply to all jobs. Do not add any additional competencies beyond those provided by the state.)*

* Planning and Organizing
* Project Management
* Technical Knowledge
* Technical Solution Development
* Technical Support
* Consultancy Skills

**MINIMUM TRAINING AND EXPERIENCE** (Cut and paste into section 8 of the position description form with no additions or deletions):

Graduation from high school and one year in the field of technology related to the position's role.

•Computer coursework may be substituted year-for- year for the required experience; or an equivalent combination of education and experience.

•Journey level requires an additional six months experience

•Advanced level requires an additional one year of experience