COMMITMENT TO MISSION

This job carries with it the obligation to uphold the Mission of Trinity Valley Community College (TVCC) in carrying out the duties of the position. A commitment to positive interpersonal behaviors, professional communication, diversity, integrity, leadership, stewardship, respect and accountability to TVCC students and employees is essential.

PRIMARY PURPOSE:

Under the guidance of the Director of Client Support Services or a more experienced technician, provide complex support for client computer systems, applications, and office equipment in a complex network environment.

REPORTS TO:

Director of Client Support Services

SUPERVISES:

None

EDUCATION AND EXPERIENCE QUALIFICATIONS:

EDUCATION REQUIRED:

High School Diploma or GED

PREFERRED:

Associates degree or certificate

EXPERIENCE REQUIRED:

One (1) year experience in installing, configuring, repairing and implementing microcomputers in a large scale networked environment.

PREFERRED:

Computer skills related to microcomputer installation and network supports, and general understanding of TCP/IP networks, Microsoft Networking including Microsoft File and Print Sharing, Microsoft Office 2016/365, including Microsoft Edge, Chrome and Firefox, Adobe Acrobat, Wi-Fi Networks, and Antivirus, Spam and Spyware software.

OTHER LICENSES OR CERTIFICATIONS:

A+, Network, Microsoft Field Related certifications preferred

KNOWLEDGE AND SKILLS REQUIRED:

- Typing/Data Entry
- Computer software proficiency – Microsoft Office
- Operating equipment – office or otherwise
- Written and oral communication
- Interpersonal and/or customer service skills
- Public Speaking
- Basic Math
- Attention to detail
- Time management
- Federal Regulations and Directives
- Organization
- Compliance Law
- Website Design
- Operational Systems and procedures
- Administrative practices
- Networking

The foregoing statements describe the general purpose and responsibilities assigned to this job and are not an exhaustive list of all responsibilities, duties, and skills that may be required. Job Descriptions may be subject to change.

RESPONSIBILITIES:

All TVCC positions are security sensitive and require a criminal background check.

- Install, troubleshoot, and maintain new network connections. Including, but not limited to, category 5, 5E, and 6 wiring, installation of network cards, and configuration of host machines in a networked environment.
- Troubleshoot problems associated with client hardware, software and peripherals.
- Install, repair and upgrade various computer hardware including, but not limited to installing network cards, replacing memory, video cards, installing drives, and debugging system configuration.
- Install, maintain, and configure networked printers.
- Install and maintain software required by TVCC
- Assist with equipment installation, preventive maintenance, equipment upgrade and modification activities.
- Assist with the maintenance of an inventory of all computers throughout the TVCC network.
- Assist the Director of Client Support Services in the maintenance of all user accounts for the TVCC campus.
- Receive telephone calls and assist staff/faculty and students in resolving problems.
- Create, update and close incidents for clients including students, employees and guests.
- Escalate problems to the proper department in a timely manner
- Create application packages and distribute them to all computer systems via Microsoft SCCM.
- Image computer systems using Microsoft SCCM.
- Other duties as assigned by the Director of Client Support Services.

WORKING CONDITIONS:

TOOLS/EQUIPMENT USED:

- Standard office equipment
- Personal computer and peripherals
- Calculator
- Multi-line phone system
- Copier

PHYSICAL DEMANDS:

- Requires: reaching, standing, walking, seeing, repetitive motions, computer work
- Subject to: stooping, kneeling, crouching, grasping, talking, hearing, medium work
- May need: climbing, balancing, crawling, pushing, finger dexterity, feeling, sedentary, light work
- Occasionally need to: heavy work, Very heavy work

MENTAL DEMANDS:

- Hazardous Physical Conditions: Less than 25% of the time
- Atmospheric Conditions: Less than 25% of the time
- Inadequate Lighting: Less than 25% of the time
- Work Space Restricts Movement: Less than 25% of the time
- Emotional control under stress: 25-50% of the time
- Frequent interruptions: 25-50% of the time

OTHER DEMANDS:

- May be required to work irregular evening hours for help desk support as assigned by the Director of Client Support Services.

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The above job description has been reviewed with the employee. It was explained that all questions concerning duties, responsibilities, working conditions, hours, etc., should be directed to the immediate supervisor.

_____   _____

Employee's Signature   *Date*

_____   _____

Supervisor's Signature   *Date*

Approved: 7/18/01   *Revised: 9/13/2021*

Classification:	Staff- Technology	**Coordinating/Non-Coordinating:**	NC
FLSA Status:	Exempt	**TVCC Job Code:**	1356
DBM:	B	**Travel Required:**	25% of the time
IPDEDS/SOC CODE:	15-1151	**Employment Status:**	Full-Time
Salary Grade:	175	**Length:**	12 Mo.
Fund:	001	**TRS Pos. Code:**	TRS 2

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