



## **Classification Description**

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**Job Title: Technology Services Specialist I**

**Pay Grade: TA010**

**Job Code: T003**

**FLSA Status: Non- Exempt**

### **Job Purpose**

The Technology Services Specialist I provides College-wide technology support. Work includes the setup, operation, maintenance, and repair of various College technology equipment including, but not limited to, personal computers, peripherals, and enterprise applications hardware (i.e., Micros POS, Locks, Cameras, WEPA print stations, etc.).

### **General Responsibilities**

#### **Essential Functions**

Maintains and supports all administrative and instructional computers; organizes and evaluates technical support required to facilitate Help Desk ticket responses; responds to requests for assistance as necessary.

Collaborates with the appropriate departmental personnel to establish written service level agreements for the team and assists in writing procedures for re-imaging desktop computers.

Creates, maintains, and deploys new computer images for College computers.

Troubleshoots computer related problems; installs and performs minor repairs to hardware, software, and peripheral equipment as necessary.

Installs and performs repairs to software, hardware, and peripheral equipment; tests and monitors software, hardware, and peripheral equipment to evaluate use, effectiveness, and adequacy of product for user.

Refers major hardware or software problems or defective products to vendors for service; prepares evaluations of software and hardware and submits recommendations to management for review.

Inspects equipment and reads order sheets to prepare for delivery and setup of software and hardware components.

Deploys software and scanners associated with Banner Xtender (Document Imaging Software).

## TECHNOLOGY SERVICES SPECIALIST I

Troubleshoots end-user errors and assists in testing.

Programs, supports, and maintains equipment and hardware associated with the CBORD applications, including but not limited to, door locks, ID Card printers, cameras, ID photo capture stations, terminal readers, MICROS POS systems, and Pay for Print stations.

Develops and maintains documentation for supported systems.

Supports and maintains ID Works software.

Maintains records for the technology equipment refresh program, equipment inventories, and records regarding software licensing.

Performs other duties as assigned.

These essential job functions are not to be construed as a complete statement of all duties performed; employees will be required to perform other job related duties as required. An employee with a disability is encouraged to contact the Human Resources Office to evaluate the job in greater detail in order to determine if she/he can safely perform the essential functions of this job with or without reasonable accommodation.

### **Knowledge, Skills and Abilities**

#### **Minimum Qualifications**

Associates degree from a regionally accredited institution of higher education in computer technology, computer science or related field.

Two (2) years related full-time professional work experience. Appropriate combination of education and experience may be substituted.

Knowledge of current personal computer technologies including hardware and software.

Experience with Internet technologies such as web browsers, email, firewalls, etc.

Experience in personal computer repair and maintenance, networking, and PC operating systems.

Ability to work flexible schedule including nights and weekends.

Ability to travel independently to various FSW campuses and other locations for College business.

Demonstrated experience using a personal computer, office software such as MS Office and electronic mail.

Computer use includes data entry, word processing and/or accounting functions.

## TECHNOLOGY SERVICES SPECIALIST I

Demonstrated ability to:

- Think critically and creatively, have a high standard of integrity, and be motivated to incorporate best practices into the organizational culture.
- Exhibit a thorough knowledge of policies, procedures, and outside regulations pertaining to the position.
- Possess a working knowledge of operational and fiscal analysis techniques.
- Take initiative and independently plan, organize, coordinate and perform work in various situations where numerous and diverse demands are involved.
- Anticipate, investigate, and analyze problems and address them proactively.
- Communicate effectively, both orally and in writing.
- Establish and maintain effective working relationships with faculty, staff, students and the public.
- Work in a fast-paced, demanding environment.
- Work independently and follow through on assignments.
- Exhibit solid organizational skills and be detail oriented.
- Work with a variety of constituencies and be willing to contribute to a team effort.
- Exercise discretion and good judgment at all times and in all contexts and maintain confidentiality.
- Work effectively with all constituencies of the College.
- Collect, organize, analyze and present information in a meaningful manner.
- Collaborate and be effective working with diverse populations.

### **Critical Skills/Expertise**

All employees are expected to:

- Promote a common purpose consistent with stated College goals and demonstrate a commitment to students and the learning environment.
- Possess the knowledge of general written standards and procedures utilized, and have the ability to read, interpret, and follow procedural and policy manual related to the job tasks.
- Demonstrate the ability to respond to supervision, guidance and direction in a positive, receptive manner and in accordance with stated policies.
- Provide quality customer service by creating a welcoming and supportive environment.
- Present a professional image in word, action and attire.
- Demonstrate professionalism in dealing with a diverse population while understanding and respecting each other's view of the world, personalities and working styles.
- Conduct oneself in a manner consistent with the College's standards of ethical conduct.
- Apply effective techniques to create working relationships with others to achieve common goals; successfully communicates and collaborates with others to achieve goals.
- Demonstrate skills necessary to look at situations and processes critically to make recommendations for improvement.

### **Work Conditions/Physical Demands/Special Conditions**

Physical: Routinely requires the ability to see, hear, and speak. Routinely requires sitting, bending, stooping, walking. On occasion, incumbents may be required to lift 40 or more pounds.

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Environmental: Normal general office.

Mental: Routinely requires the ability to interpret, analyze and perform critical thinking skills.

Approved: October 4, 2019. Revised: March 9, 2022 and July 1, 2023.