Classification Description

Job Title: Technology Support Specialist I   **Pay Grade:**   TA010

Job Code: T004   **FLSA Status:**   Non-Exempt

Job Purpose

The Technology Support Specialist I provides technology support services for students, faculty and staff through the Technology Support Center and FSW Helpdesk by assisting users with software and hardware maintenance issues. Position assists the Manager, Technology Support Services with supervising the student assistant work staff for the Technology Center.

General Responsibilities

Essential Functions

Provides walk-in technical assistance to students, faculty and staff on College computer and technology systems to include Portal, Microsoft Office, Banner and other academic related applications.

Performs Tier 1 troubleshooting over the phone, via the IT ticketing system, (ticketing/inventory system), chat help and in person.

Signs in students and staff into visitor tracker when they call and come into the Technology Center.

Provides assistance with access issues, portal questions, password resets, support in the use of e-learning tools, academic related downloads, video conversions, virus removal and other related functions.

Serves as first point of contact for FSW's Thomas Edison (Lee) Campus classroom down hotline and determines appropriate way to route issues for timely resolution.

Installs and performs Tier 1 repairs to hardware, software, and peripheral equipment; responds to emergency calls, as needed.

Refers major hardware or software problems/tickets to either the Administrative, Academic or Instructional Technology Support teams for more in-depth service or support.

Oversees the technology equipment loan program for the Technology Center.

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Maintains record of daily data communications, problems and remedial action taken, and installation activities.

Trains and monitors Student Assistants on a variety of basic customer service activities to include retrieving passwords, handling basic login issues, routine departmental activities and repetitive tasks.

Assists student workers engaged in problem solving and installing software, as needed.

Creates tickets for employees and students and routes them appropriately if not able to solve issue.

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

Associate's degree from a regionally accredited institution of higher education in electronics, computer science or a related field.

Two (2) years of full-time work experience in technology or customer service related field. Appropriate experience may be substituted for the degree on a year-for-year basis.

Knowledge of current personal computer technologies including hardware and software.

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

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

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.

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.

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- 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.

Environmental: Normal general office.

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

Approved: October 4, 2019. Reviewed/Revised: May 6, 2021(r), June 8, 2021, and March 9, 2022.