

Classification Description



Job Title: Technology Services Specialist II

Pay Grade: TA030

Job Code: T008

FLSA Status: Non- Exempt

Job Purpose

This position is responsible for providing the efficient and effective operation of technology on assigned College sites. 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.). Serves the College in an overall technology support capacity for the day-to-day operations for assigned College site.

General Responsibilities

Essential Functions

Supports all computer and learning technology support for staff, faculty and students including hardware, software, video conferencing, event audio/visual needs, peripheral equipment and other learning technology components approved as a Technology Services division standard.

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.

Maintains site documentation necessary to administrate local technology assets.

Serves as the network support for the operational computer networks including providing users with network technical support. Upgrades network hardware and software components as required.

Serves as a technology liaison, by servicing any special events coverage, for the Technology Services while assigned to a site.

Maintains event calendars and help desk ticket requests for special events, equipment deliveries, and office moves at the assigned site.

Sets up, maintains, and services desktop computer software and hardware for both administrative and academic desktops.

Performs basic network and PC troubleshooting to isolate and diagnose common network, PC related problems, and end-user errors.

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Refers major hardware or software problems or defective products to vendors for service.

Performs the installation, support, and maintenance of 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.

Supports and maintains ID Works software.

Works with technology services, network services, or other information systems groups as necessary. Takes corrective actions as needed.

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

Provides updates, status, and completion information to their supervisor.

Partners with and coaches subordinate or junior staff including student assistants.

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 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.

Three (3) years of related full-time professional work experience. Appropriate combination of education and experience may be substituted.

Demonstrated ability to work effectively in a team setting where shared perspectives are encouraged and where consensus is sought in team decision-making.

Must be able to work independently as well as a member of a team, as well as work with confidential material and information.

Working knowledge of current Windows workstation and server operating systems; and general Ethernet networking principals.

Experience with imaging software, multi-media equipment, audio-visual equipment and video conferencing technologies.

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

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.

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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: June 26, 2024.