

ASSISTANT INFORMATION TECHNOLOGY SUPPORT SPECIALIST

DEFINITION

Assists in maintaining, installing, configuring and troubleshooting computer systems and instructional equipment. Stores, distributes, operates and makes minor repairs and adjustments to analog and/or digital equipment.

SUPERVISION

Supervision is received from Information and Technology Services management personnel.

May provide work direction to student workers.

EXAMPLES OF DUTIES

Receives requests, and schedules distribution and movement of equipment.

Uses, installs, and upgrades current versions of standard software.

Keeps records and reports on use, condition and location of equipment and materials.

Operates and maintains instructional equipment.

Trains faculty and staff on instructional equipment use.

Prepares transparencies and slides.

Performs preventative maintenance.

Assists in building and/or installing network cables (twisted pair, thin Ethernet, fiber, etc.).

Assists in installing, configuring, upgrading, and repairing desktop computers of various kinds.

Assists in installing and configuring software device drivers for various computer peripherals and network devices.

Interconnects and configures (customer service unit, data service unit) routers, hubs, repeaters, bridges, fiber, copper and network interface cards.

Troubleshoots or repairs equipment.

Reads and interprets technical instructions related to maintenance of hardware, software and networks.

Provides work direction and training to student workers.

Verifies time sheets for student workers.

Performs related duties as assigned.

QUALIFICATIONS

Knowledge of:

Basic computer systems.

Customer service protocol.

Ability to:

Apply customer service protocol and maintain a customer service oriented priority.

Establish and maintain cooperative and effective working relationships.

Communicate clearly and concisely, both orally and in writing.

Effectively communicate with faculty, staff and students in a multi-cultural environment.

Gather and analyze data and draw logical conclusions.

Travel to off campus locations.

Train and provide work direction to others.

EMPLOYMENT STANDARDS

Minimum Qualifications:

High school diploma or equivalent.

Special Requirements:

Stay current in changing technology by reading professional periodicals and related texts, and by attending seminars and classes.