



## Technology Support Technician

Classified Range: 38

Board Approved: 09/14/23

P. 1|4

*Class specifications are intended to present a descriptive list of the range of duties performed by employees in the class. Specifications are **not** intended to reflect all duties performed within the job; however, any additional duties will be reasonably related to this class.*

### **SUMMARY DESCRIPTION**

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Performs a variety of minor technical support duties to assist faculty, staff, and students in operating and troubleshooting a variety of technical equipment including computers, printers, and copy machines in assigned areas.

### **SUPERVISION RECEIVED AND EXERCISED**

Receives general direction from appropriate supervisor; checks with higher-level staff and/or supervisor regarding non-routine assignments. May provide technical and functional direction to assigned student workers.

### **REPRESENTATIVE DUTIES**

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*The following duties are typical for this classification.*

1. Serves as initial point of contact for technical support; provides first-level support and performs a variety of minor technical support duties in assigned areas to assist faculty, staff, and students in operating and troubleshooting a variety of technical equipment including computers, printers, and copy machines; demonstrates procedures and functionality; assists in the creation and triage of helpdesk trouble tickets.
2. Assists students in accessing email, learning management system accounts, student information system.
3. Troubleshoots, repairs, and maintains computers and other peripheral devices.
4. Performs routine maintenance on computer hardware and copiers.
5. Installs computer software; sets up computer hardware for use in a laboratory environment; cleans and maintains computer related hardware and copiers.
6. Troubleshoots malfunctions and performs repairs to hardware and software; prepares equipment for major repairs.
7. Performs software maintenance on computers.
8. Learns the operation of software in order to inform and assist students and staff.
9. Maintains inventory of computer-related equipment and software; notifies appropriate staff when ordering is necessary.
10. Refers more complicated issues to the higher-level staff; works collaboratively and, in a training capacity, assists Technology Support Specialists and Senior Technology Support Specialists to complete projects and tasks.
11. Performs other duties related to the primary job duties.



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P. 2|4

## **MINIMUM QUALIFICATIONS**

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*The following generally describes the knowledge and ability required to enter the job and/or be learned within a short period of time in order to successfully perform the assigned duties.*

### **CORE COMPETENCIES:**

#### **Mathematical Facility**

- Performs operations involving counting, adding, subtracting, multiplication and division
- Follow multi-step computational procedures and apply formulas
- Apply basic algebraic or geometric reasoning and problem solving
- Recognize approaches and algorithms for finding real world computational solutions\*\*
- Computes and interprets descriptive statistics\*\*

#### **Critical Thinking**

- Analytically and logically evaluates information to resolve problems
- Follow guide, SOP or other step by step procedures for locating the source of a problem and fixing it
- May detect ambiguous, incomplete, or conflicting information or instructions\*\*

#### **Attention to Detail**

- Focusing on the details of work content
- Shows care and thoroughness in adhering to process and procedures that assure quality
- Applies knowledge and skill in recognizing and evaluating details of work\*\*
- Applies skilled final touches on products

#### **Analyzing and Interpreting Data**

- Apply sorting, coding and categorizing rules
- Analyze data
- Read reports
- Draw meaning and conclusions from quantitative and/or qualitative data

#### **Professional Integrity and Ethics**

- Follows a clear-cut set of rules
- Understands practical necessity of rules and ethical guidelines
- Shows consistency in behavior and judgement over a long term and varied situations

#### **Legal and Regulatory Navigation**

- Understanding, interpreting, and ensuring compliance with laws and regulations
- Locates, understands, or provides factual regulator information\*\*
- Works within the bounds and limits of what is permissible



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P. 3|4

## Using Technology

- Working with electronic hardware and software applications
- Using basic features and functions of software and hardware
- Experiments and finds novel uses for standard features and functions \*\*
- Adds, improves, modifies, or develops features and functionality\*\*

## Adaptability

- Responding positively to change and modifying behavior as the situation requires\*\*
- Accept and adjust to changes and the unfamiliar

## Innovation

- Imagining and devising new and better ways of doing things\*\*
- Fix what is broken; find solutions and fixes with resources at hand
- Finds new approaches to performing familiar tasks
- Create and invent new ideas; envision the unexpected, unexplored, untried\*\*

## Listening

- Comprehend and verbal instructions and orally presented information
- Recalls or retrieves key points in a conversation
- Listen actively by rephrasing others' input cogently and accurately\*\*

## Professional and Technical Expertise

- Applying technical subject matter to the job \*\*
- Knows the rudimentary concepts of performing the essential technical operations
- Possess recognized expertise outside of the organization\*\*

## Self-Management

- Follows through on instructions and assignments
- Self-directed and self-monitored in commitments and accomplishments
- Redefines or reprioritizes activities within scope of responsibility

## Valuing Diversity

- Shows acceptance of individual differences
- Welcomes input and inclusion of others who may be different from oneself
- Shows understanding and empathy for the challenges of groups seeking inclusion or dealing with perceived discrimination

*\*\*Lead, Advanced or Senior Level Positions*



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P. 4|4

### **Education and Experience Guidelines**

#### **Education/Training:**

Equivalent to the completion of high school supplemented by twelve (12) units of college level course work in computer science or a related field.

#### **Experience:**

Two (2) years of experience in the operation and repair of computer equipment and other office equipment.

#### **Equivalency Provision:**

In the absence of (12) units of college level course work in computer science or a related field, the equivalent to completion of high school and three (3) years of experience providing network administration and support consisting of responsibility for hardware, software, application support, and user training is qualifying.

### **PHYSICAL DEMANDS AND WORKING ENVIRONMENT**

*The conditions herein are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential job functions.*

**Environment:** Work is performed primarily in a standard office setting.

**Physical:** Primary functions require sufficient physical ability and mobility to work in an office setting; to stand or sit for prolonged periods of time; to occasionally stoop, bend, kneel, crouch, reach, and twist; to occasionally lift, carry, push, and/or pull light to moderate amounts of weight up to 35 pounds; may lift, carry, push, and/or pull heavier amounts of weight with or without assistance; to operate office equipment requiring repetitive hand movement and fine coordination including use of a computer keyboard; and to verbally communicate to exchange information.

**Vision:** See in the normal visual range with or without correction; vision sufficient to read computer screens and printed documents; and to operate assigned equipment.

**Hearing:** Hear in the normal audio range with or without correction.