



Staff Job Description

DATE	POSITION #	POSITION TITLE
5/9/2019	PS9974	Part Time Support PC Technician

DIVISION	DEPARTMENT	PAY TABLE/LEVEL/GRADE	REPORTS TO:
Information Technology Services	Technology Support Services	Technical 3	FA9713

STATUS: Please select the appropriate boxes that apply.

Regular/Continuing: <input checked="" type="checkbox"/>	Bargaining Unit: PTCTU	Non-Bargaining: <input type="checkbox"/>	Provisional/Grant Funded: <input type="checkbox"/>	Temporary/Limited Duration: <input type="checkbox"/>
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Individual Position: <input type="checkbox"/>	Full-Time (40 hrs/wk): <input type="checkbox"/>	Part-Time: <input type="checkbox"/> __28__ Hrs/Week	Pooled Position: <input checked="" type="checkbox"/>	Type here # of Employees if this position is pooled.
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JOB SUMMARY: This section should summarize the overall purpose (“mission”) of this job in 1-4 sentences. Briefly describe the primary reason the job exists at LCC.

Responsible for the support and maintenance of all computer workstations and related computer hardware on all campuses. This includes performing in-house maintenance on such items as personal computers, printers and other peripherals, the installation, maintenance, and support of all college approved personal computer software applications. Provide leadership and on the job training to student technicians.

DIRECT REPORTS: If this is a supervisory position (authority to hire, assign, discipline, approve timesheets), list position #s of those supervised).

Type here

ESSENTIAL DUTIES AND RESPONSIBILITIES: Identify and describe the essential duties and responsibilities, i.e., what actions are done and what are the expected results. Most jobs can be described using 5-10 statements. List in priority order, beginning with top priority/must get done, with approximate percent for each (e.g. 20% 1. Reconciles grand fund expenditures to balance monthly budget). “Other duties, as assigned,” are implicit in all position descriptions.

%	NO.	Essential Duties and Responsibilities
20	1	Work with the Director and full time technicians to provide technical assistance to users of LCC's IT hardware and software.
20	2	Troubleshoot/resolve technical issues on-site, over the phone and remotely.
3	3	Provide assistance installing and maintaining college-approved software and hardware.

%	NO.	Essential Duties and Responsibilities
<u>3</u>	4	Monitor overall performance of desktop and laptop computers as well as handheld devices to ensure optimal functionality throughout their life-cycle.
<u>3</u>	5	Detect and prevent errors in relation to college-approved software's integration with various operating systems.
<u>10</u>	6	Ensure preparation of classroom IT hardware and software for semester changeovers.
<u>8</u>	7	Monitor and log incidents (service requests) via Trouble Ticket/ Service Desk software.
<u>3</u>	8	Provide consultation on purchasing orders for new hardware, software and services.
<u>3</u>	9	Test and provide feedback on yet-to-be-released software.
<u>3</u>	10	Prepare end-of-life hardware for distribution.
<u>3</u>	11	Keep up to date documentation on the LCC PCTech Wiki.
<u>3</u>	12	Order and replace defective components from vendors.
<u>3</u>	13	Ensure proper storage and physical security of college owned hardware.
<u>3</u>	14	Write scripts and batch files to aid in common maintenance and/or installation of software.
<u>3</u>	15	Provide support and assistance for specific training events/seminars.
<u>3</u>	16	Coordinate with Enterprise Systems to troubleshoot compatibility with applications.
<u>3</u>	17	Cleaning and general maintenance of PCTech facilities.
<u>3</u>	18	Perform primary installation and maintenance of highly specialized computer technology specific to each academic area. i.e., CSA, CAD, Graphic Design, Cisco Academy, HHS Apps, etc.

CORE COMPETENCIES: Record the knowledge, skills and abilities necessary to perform the essential functions of this position. Provide descriptions of core competencies below (e.g. communication, customer service, decision-making, leadership, problem-solving, etc.). An incumbent or applicant must be able to demonstrate and results must be measurable.

TECHNICAL /POSITION SPECIFIC EXPERTISE

- Demonstrates advanced knowledge, understanding, and technical use of hundreds of software applications, various desktop operating systems, internet/intranet technologies, and reporting tools.
- Stays current on all relative hardware technologies, stays aware of state of the art technologies, and searches for new technologies on the horizon.

PROJECT MANAGEMENT

- Dedicated to continuous improvement.
- Effectively prioritizes work.

LEADERSHIP

- Ensures that College policies, procedures and practices are followed.
- Allows others to make mistakes and take reasonable risks to learn and grow.
- Maintains confidentiality.
- Ability to inspire confidence and trust in college system users.
- Coach, mentor, motivate and develop employees.
- Ability to lead and manage people with a very high degree of technical knowledge in a fast-paced environment.

COLLABORATION

- Understands and supports the need for change.
- Builds cooperation between College departments and work groups towards a shared vision.
- Open to new ideas, perspectives, structures, strategies or positions.



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TEAMWORK

- Models and encourages others to work as a team.
- Gives and seeks performance feedback.
- Fulfills commitments to others.

PROBLEM RESOLUTION

- Uses logical, systematic approaches to solve problems.
- Actively identifies and resolves the root cause of technical and business challenges (lessons learned).

CUSTOMER SERVICE

- Elicits feedback from customers to monitor their satisfaction.
- Strives to meet or exceed customer expectations.
- Responsive to customer requirements.
- Empathize with customer experiences.

STRATEGIC THINKING

- Identifies opportunities for innovation

COMMUNICATION

- Organizes and expresses ideas clearly.
- Communicates assertively.
- Tailors communication to the level and experience of the audience.
- Listens actively.
- Is timely with information.

BUDGET

- Uses resources effectively and efficiently.
- Continually seeks and explores opportunities for savings and efficiencies.

EDUCATIONAL/EXPERIENCE REQUIREMENTS: Identify the education and/or equivalent combination of education and experience, plus additional specific years of experience, certifications, licenses and/or special training required to perform the essential functions of this job.

Required

- One year's experience supporting PC and/or Macintosh computers, Windows operation systems and MS Office or an equivalent combination of relatable work experience and relevant college coursework may be considered as sufficient to meet the one year full-time work experience requirement.
- Proven ability to install and troubleshoot computer hardware and software.

Preferred

- Some experience with UNIX, Linux, and TCP/IP.
- Knowledge of some of the other dozens of software applications used on campus is also desired.
- Associates degree and/or 2 years' applicable work experience.

PHYSICAL AND MENTAL REQUIREMENTS: Complete the physical and mental demands on the attached ADA Checklist that must be met to successfully perform the essential functions of this job. Mobility around the LCC campus is a normal part of the position's functions. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Go to the ADA Checklist

WORK ENVIRONMENT: Complete the work environment characteristic on the attached ADA Checklist that must be met to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Go to the ADA Checklist

SIGNATURES

Supervisor's Name: Kathleen Robinson	Supervisor's Signature: <u><i>Kathleen A Robinson</i></u>	Date: <u>9/26/2018</u>
Supervisor's Name: Max Martin	Supervisor's Signature: <u><i>Max Martin</i></u>	Date: <u>9/26/2018</u>
Dean/ELT's Name: Type here	Dean/ELT's Signature: _____	Date: _____
HR Rep: Sydney Glasscoe	HR Rep Signature: <u><i>Sydney Glasscoe</i></u>	Date: <u>9/26/2018</u>



Staff Job Description

ADA COMPLIANCE JOB DESCRIPTION CHECKLIST *(The immediate supervisor is responsible for completion of this form. Fill in more information as need that apply to the essential job duties for the attached job description.)*

Position #: PS9974

Date: 9/1/2018

Supervisor's Position #: FA9713 or FA9714

Materials Used:

- Computer keyboard, mouse, screen
- Various software
- Telephone, cell phone, mobile device
- Paper and pencil/pen
- Projector or other audiovisual equipment
- Copier, scanner, fax
- Carpentry equipment
- Electrical equipment
- Plumbing equipment
- Other: [Click or tap here to enter text.](#)

Mental Functions:

- Comparing (compare/contrast data, people, other data)
- Synthesizing (combine data, concepts, interpretations)
- Computing (math calculations or carrying out formula operations)
- Compiling (gathering, classifying, evaluating data, people, other data)
- Copying (entering, posting, transcribing data)
- Analyzing (examining, testing data, presenting alternatives)

Audio/Visual/Aural Functions:

- Talking (expressing ideas, thoughts, language, conveying details accurately and clearly)
- Hearing (receive details through oral communication, make fine differences in sound with other sound interference)
- Near acuity (at 20 inches or less when accuracy is essential)
- Far acuity (more than 20 inches when day and night/dark conditions are essential)

- Depth perception (3 dimensional vision, judge distances, space)
- Color vision (distinguish colors)
- Field of vision (up/down and right/left)
- Flavors & odors (distinguish similarities, differences, intensities, qualities using tongue & nose)

Movement, Strength, Repetition Functions:

- Climbing
- Kneeling
- Reaching
- Balancing
- Crouching
- Grasping
- Stooping
- Crawling
- Picking/Typing/Keyboarding
- Sedentary (exert up to 10 lbs of force to lift, carry, push, pull, move objects; sit most of time)
- Light (exert up to 20 lbs of force to lift, carry, push, pull, move objects; walk/stand occasionally)
- Medium (exert 21-50 lbs of force, walk/stand frequently)
- Heavy (exert 51-100 lbs of force, walk/stand routinely)
- Very Heavy (exert over 100 lbs of force, walk/stand routinely)

Environmental Conditions

- Weather (rain, snow, wind)
- Extreme cold (inside, outside)
- Extreme heat (inside, outside)
- Confined/restricted spaces
- Hazards (fumes, odors, dust, toxic chemicals, allergens, poor ventilation)
- Vibrations
- Extreme noises