



IT SUPPORT TECHNICIAN

BASIC FUNCTION

Under the direction of an assigned supervisor, provide employees, students, and public help desk support. Assist other department staff with technical and clerical work as needed.

DISTINGUISHING CHARACTERISTICS

Employees in the classification work as the first point of contact with employees and students to diagnose, analyze, and resolve basic issues and escalate more advanced issues to other department staff appropriately. Monitor issues reported through completion and maintaining documentation of issues and resolution.

ESSENTIAL DUTIES & RESPONSIBILITIES

The following duties and responsibilities describe the general nature and level of work being performed. It is not intended to be restricted or construed as an exhaustive list of all duties and responsibilities required of individuals so classified, and not all duties listed are necessarily performed by each employee in this classification.

1. Serves as help desk first point of contact for employees and students with respect to technology service requests, services, projects, and other basic functions.
2. Provides general customer service and assistance in connecting employees, students, and the public to appropriate support staff as needed.
3. Receives, prepares, and manages work orders related to technology and technology support systems.
4. Provides one-on-one assistance to students and employees via help desk ticket(s), phone, and email.
5. Assists users one-on-one with support of application use and escalates issues to appropriate department staff as needed.
6. Assists in hardware and software installation.

Classification: IT Support Technician / Range: 17 / FLSA Status: non-exempt

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7. Maintains hardware and software inventory in system database.
8. Creates and maintains email and email distribution lists for employees and employee groups.
9. Maintains purchase records, warranty information, and licensing of technology and software items.
10. Serves as a resource to other District departments in getting quotes, creating requisitions, and placing orders for technology and software.
11. Prepares and generate reports and records regarding technology assets.
12. Other job-related duties as assigned.

QUALIFICATIONS

Knowledge Of:

- Computers, mobile devices, telecommunication equipment and audio-visual equipment and software.
- Customer services tools and techniques.
- Collection and organization of data and information.
- Correct English usage, grammar, spelling, vocabulary, and punctuation.
- Filing systems, office methods and practices, and telephone techniques.
- Good customer service and communication skills.

Skills and Abilities To:

- Coordinate the purchase and repair of computer equipment.
- Learn and apply new technologies in customer service tools and techniques.
- Understand and follow written and oral instructions.
- Perform customer service.
- Effectively communicate.
- Work effectively with minimum direct supervision.
- Work cooperatively in a team environment.
- Operate a variety of general office machines including a computer and related software.
- Maintain records and prepare reports.
- Exercise good judgment, tact, courtesy, and patience.
- Plan and organize work and meet deadlines.

Education and Experience:

High School diploma or equivalent with some college level coursework in computer information systems, computer science or related field plus one (1) year related experience or training.

Certificates, Licenses, Special Requirements:

Certain assignments may require a valid California driver's license and the ability to maintain insurability under the district's vehicle insurance program.

Other Requirements:

Imperial Community College is committed to creating an academic and work environment that fosters diversity, equity, and inclusion and equal opportunity for all, and ensures that students, faculty, management, and staff of all backgrounds feel welcome, included, supported, and safe. Our culture of belonging, openness, and inclusion makes our district a unique and special place for individuals of all backgrounds. It is important that our employees' values align with our District's mission and goals for Equal Opportunity, Diversity, Equity, Inclusion, and Access.

WORKING CONDITIONS**Work Environment:**

Office and classroom environment.

Physical Demands:

Sitting for extended periods of time at a desk; operate office and classroom equipment; technical documentation reading ability both in print and using technology systems; reaching in all directions; bending and twisting; ability to lift and carry 25 pounds.

Vision: See in the normal visual range with or without correction. Hearing: Hear in the normal audio range with or without correction.

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions of this classification.

Mental Demands:

Ability to work well with others; ability to communicate so others will be able to clearly understand; ability to understand/interpret spoken and written communications, including technical documentation.