Type: Full-Time  
Posted: 10/02/2024  
Application Due: 11/02/2024  
Category: [IT Support and Training](https://www.higheredjobs.com/admin/search.cfm?JobCat=161)

Title: Computer Technician

Employee Classification: Technical & Paraprofessional

Institution: Roane State Community College

Department: Information Technology

Campus Location: Roane State Community College

Job Summary

The Computer Technician at Roane State Community College is responsible for providing technical support and maintenance for the college's computer systems, networks, and related equipment. This role involves troubleshooting hardware and software issues, assisting faculty, staff and students with technical inquiries, and ensuring the optimal performance of computer labs and classroom technology. The technician will also collaborate with IT staff to implement upgrades, maintain inventory, and ensure compliance with security protocols. A strong customer service orientation and the ability to work in a fast-paced educational environment are essential for success in this position.

Job Duties

* Installs, maintains, and repairs microcomputers, multimedia and telephone equipment.
* Troubleshoots and repairs computer hardware and software problems.
* Installs and maintains network wiring and equipment.
* Provides technical support to faculty, staff and students.

Minimum Qualifications

High school diploma or GED with specialized computer training.  
Two years of related experience.  
Demonstrated experience in working with Microsoft Windows Operating Systems and/or Apple Macintosh.

Preferred Qualifications

Associate's degree.

Knowledge, Skills, and Abilities

Ability to troubleshoot network, software, multimedia and hardware problems.  
Understanding of networking and VOiP telephone systems.

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