

Seward County Community College
Structured Compensation - Job Description
Help Desk Support Technician - Computer Support

Data Year: 2017

Prepared On: 11/14/2017

Department:	Information Technology	Grade:	10
Reports To:	Chief Information Officer	Classification:	Non-Exempt
Supervises Direct:	0	Supervises Indirect:	0
Approved By:		Effective Date:	05/26/2017
		Revised Date:	06/21/2017

Role:

Help desk support will manage and respond to all tickets logged in the IT ticketing system. Support and maintain physical and virtual computer systems, peripheral devices, website and portal, audio/video equipment, application support, integration requests, and programming/scripting as necessary. This includes installing, diagnosing, repairing, maintaining, and upgrading all hardware and software on any system. Employee will also troubleshoot all customer issues in a timely and accurate fashion, and provide end user training and assistance when required. Escalation of unresolved issues will need to be reported immediate for prompt response from the IT department.

Essential Functions & Responsibilities:

- | | | |
|---|-----|--|
| E | 20% | Respond to Help Desk support tickets, assisting customers, and IT management requests. |
| E | 20% | Installs, repairs and upgrades computer/website/portal hardware and software. |
| E | 10% | Provide setup of Audio/Video (A/V) equipment; assisting with troubleshooting classroom A/V; traveling to different campus buildings to support customers |
| E | 10% | Effective communication with students and employees, and a positive contributor to the organization as a whole. |
| N | 10% | Research and investigates new technology to support the college and its mission. |
| N | 10% | Implement new technology to aid in software installation and upgrades. |
| N | 10% | Researches and investigates new technology to increase time-to-delivery of services and to support the college community. |
| N | 5% | Support all students and employees with any reasonable request. |
| N | 5% | Perform other related duties as assigned. |

Performance Measurements:

1. Efficiency-Help Desk tickets should be handled in a timely manner.
2. Coexist-Work in collaboration with the Computer User Support Intern(s).
3. Communication-Always keep the communication lines open with other members of the Information Technology and Multimedia teams.
4. Time Sensitive-Meet the timelines of the Purchase Process for Lab Computers schedule and in particular prepare formalized hardware and software specifications for purposes of requesting bids.
5. Dependability-Job requires being prompt, reliable, responsible, and dependable, and fulfilling obligations.

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6. Attention to Detail-Job requires being careful about details and thorough in completing work tasks.
7. Cooperation-Job requires being pleasant with others on the job and displaying a good-natured, cooperative attitude.
8. Analytical Thinking- Job requires analyzing information and using logic to address work-related issues and problems.
9. Integrity-Job requires being honest and ethical.
10. Initiative-Job requires a willingness to take on responsibilities and challenges.
11. Persistence-Job requires persistence in the face of obstacles.
12. Stress Tolerance-Job requires accepting criticism and dealing calmly and effectively with high stress situations.
13. Adaptability/Flexibility-Job requires being open to change (positive or negative) and to considerable variety in the workplace.
14. Achievement/Effort-Job requires establishing and maintaining personally challenging achievements, goals and exerting effort toward mastering tasks.

Knowledge and Skills:

Experience	Two years to five years of similar or related experience.
Education	(1) A two year college degree or (2) Completion of a specialized course of study at a business or trade school or (3) Completion of a specialized and extensive in-house training or apprenticeship program.
Interpersonal Skills	Courtesy, tact, and diplomacy are essential elements of the job. Work involves much personal contact with others inside and/or outside the college for purposes of giving or obtaining information, building relationships, or soliciting cooperation.
Other Skills	<p>Knowledge:</p> <ol style="list-style-type: none">1. Knowledge of circuit boards, processors, chips, electronic equipment, and computer hardware and software, including applications and programming.2. A working knowledge of all office equipment, including, but not limited to, computers, copiers, fax machines, printers, telephones, and video projectors.3. A working knowledge of Microsoft software is required especially all current Windows Operating Systems as well as Microsoft's Office software. <p>Skills:</p> <ol style="list-style-type: none">1. Active Listening-Giving full attention to what other people are saying, taking time to understand the points being made, asking questions as appropriate, and not interrupting at inappropriate times.2. Speaking-Talking to others to convey information effectively.3. Reading Comprehension-Understanding written sentences and paragraphs in work related documents.

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4. Critical Thinking-Using logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems.
5. Writing-Communicating effectively in writing as appropriate for the needs of the audience.
6. Time Management-Managing one's own time.
7. Active Learning-Understanding the implications of new information for both current and future problem-solving and decision-making.
8. Instructing-Teaching others how to do something.
9. Judgment and Decision Making-Considering the relative costs and benefits of potential actions to choose the most appropriate one.
10. Complex Problem Solving-Identifying complex problems and reviewing related information to develop and evaluate options and implement solutions.

Abilities:

1. Oral Comprehension-The ability to listen to and understand information and ideas presented through spoken words and sentences.
2. Oral Expression-The ability to communicate information and ideas in speaking so others will understand.
3. Written Comprehension-The ability to read and understand information and ideas presented in writing.
4. Written Expression-The ability to communicate information and ideas in writing so others will understand.
5. Information Ordering-The ability to arrange things or actions in a certain order or pattern, according to a specific rule or set of rules (e.g., patterns of numbers, letters, words, pictures, mathematical operations).
6. Near Vision-The ability to see details at close range (within a few feet of the observer).
7. Deductive Reasoning-The ability to apply general rules to specific problems to produce answers that make sense.
8. Problem Sensitivity-The ability to tell when something is wrong or is likely to go wrong. It does not involve solving the problem, only recognizing there is a problem.
9. Speech Clarity-The ability to speak clearly so others can understand you.
10. Speech Recognition-The ability to identify and understand the speech of another person.
11. Licensure-The ability to maintain a current valid driver's license.

Physical
Requirements

Physical requirements are based on an 8 hour work day and may vary slightly.

Sitting for a period of 3 hours at one time with a total of 6 hours
Standing for a period of 1/2 hour at one time with a total of 1 hour
Walking for a period of 1/2 hour at one time with a total of 1 hour
Lifting: up to 100 lbs. occasionally
Carrying: up to 100 lbs. occasionally
Repetitive Action: use of right and left hand for simple grasping, fine manipulating and frequent keyboarding

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Bending, squatting, crawling, climbing and reaching above shoulder level occasionally
Driving occasionally for college activities

Work Environment Regular exposure to favorable conditions such as those found in a normal office.
Required to attend conferences and trade-shows that are related to the specific job, which
will require travel, overnight stays and a high level of accountability.

Disclaimer:

This job description is not designed to cover or contain a comprehensive listing of activities, duties, or responsibilities required of the employee, and at no time does the job description constitute a contract. The college may exercise its employment-at-will rights at any time.

This Job Description is not a complete statement of all duties and responsibilities comprising the position.

Printed Employee Name

Date

Employee Signature