VSC
VERMONT STATE COLLEGES

Job Classification Description

ASSISTANT INFORMATION TECHNOLOGY SPECIALIST/LSC   **Grade 10**
VSC UP – PAT Bargaining Unit   **Non-Exempt**

BASIC FUNCTION
To carry out a variety of support and repair functions for network computers, including software installation and hardware maintenance functions within the college technical information systems unit.

CHARACTERISTIC DUTIES AND RESPONSIBILITIES
- Provide regular support, repairs and troubleshooting for computer users in a variety of college settings, including software and hardware installations, personal computer, printer and network maintenance functions, and responses to regular and ongoing inquiries via phone or direct communication.
- Carry out a variety of functions to implement, improve, and maintain the college instructional and institutional computer services.
- Confer regularly with the Assistant Academic Dean to exchange information, resolve problems, provide technical advice and assistance, and participate in planning and quality improvement activities.
- Consult with unit staff and other college personnel as needed on projects and methods of operation. Establish priorities, respond to critical needs and take measures to manage time efficiently in response to changing and conflicting demands.
- Assist with other routine administrative and organizational functions within the
- information systems unit such as maintaining inventories of supplies, materials and tools, preparing purchase orders when applicable to assigned projects and dealing with vendors regarding hardware, software and other computer related materials.
- Stay abreast of the latest technologies and developments in the field. Attend relevant training programs.
- Perform related duties as assigned.

SUPERVISION RECEIVED
General supervision is received from the Assistant Chief Technology Officer.

Asst Information Technology Specialist/LSC, cont.

MINIMUM QUALIFICATIONS
Associates degree in a relevant field with a bachelors degree preferred, plus three to five years relevant experience with emphasis on computing or a combination of education and experience from which comparable knowledge and skills are acquired.

- Good technical/computing knowledge and experience in data processing, network systems, hardware and software computer systems.
- Strong communication, analytical and problem solving skills.
- Ability to deal courteously and efficiently with a variety of individuals and groups within the college.

This general outline illustrates the type of work which characterizes the job classification. It is not an all encompassing statement of the specific duties, responsibilities and qualifications of individual positions assigned to the classifications.

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