



Job Description Classification

SENIOR DESKTOP SUPPORT
VSC – UP PAT Bargaining Unit

GRADE 10
Non-Exempt

BASIC FUNCTION:

To provide technical support for the use of computer hardware, software and peripherals within the college.

CHARACTERISTIC DUTIES & RESPONSIBILITIES

- Coordinate and provide technical support, end-user training and/or troubleshooting, repairs and maintenance on all college owned computer hardware, software and peripherals.
- Mentor Desktop Support staff and student employees in the role of computer technicians for Information Technology Services. Supervise the work of student employees.
- Consult with Information Technology Services staff and other college personnel as needed on projects and methods of operation.
- Participate in planning associated with Information Technology Staff such as researching and evaluating hardware and software.
- Consult regularly with other Information Technology Staff to exchange information, assess customer service, resolve issues, and participate in planning and quality improvement activities.
- Assist with routine administrative duties such as organizing and maintaining inventories of repair parts, software licenses, supplies, tools, service manuals and other documentation.
- Keep current on technologies and developments in the field through relevant training and certification programs and conferences.
- Assist with providing training for other members of the college community.
- Serve on various college committees as assigned.

SUPERVISION EXERCISED

May supervise 1- 2 employees and/or several student employees.

SUPERVISION RECEIVED

Direct supervision is received from the Chief Technology Officer or the Asst. Chief Technology Officer.

QUALIFICATIONS

Associates Degree in a relevant field or equivalent combination of education and experience. Bachelor's Degree and certifications from relevant manufacturers and organizations desirable.

- Three to five years technical experience.
- Evidence of a focus on customers and service.
- Broad base of technical and problem solving skills.
- Good organizational and communication skills.
- Ability to deal effectively with a wide variety of college and system constituents.
- Some supervisory experience helpful.

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 classification.