



Job Classification Description

TECHNOLOGY SUPPORT TECHNICIAN VSCSF

**GRADE 10
Non-Exempt**

BASIC FUNCTION

To provide network and telecommunications infrastructure support on a campus-wide basis including installation of cabling and phones, maintenance of phone switch and voice mail and support of networks and communications equipment.

DUTIES AND RESPONSIBILITIES

- Troubleshoot, repair, maintain, install and perform testing activities on various computer equipment, peripherals, data communication and computer network systems.
- Assemble, install, configure and test computer equipment or units of local area networks requiring use of standard interface protocols.
- Consult and assist outside vendors in the installation of new communication equipment and/or modification projects.
- Develop and maintain inventory and tracking systems for equipment; develop inventory lists and order, stock and store electronic components.
- Install hubs and switches on the network and troubleshoot problems.
- Install cable for the campus-wide phone system. Perform moves, adds, deletes and other changes. Set up calling features such as pick up groups, call processing and voice mail. Solve miscellaneous phone problems.
- Maintain computer network documentation and update computer maintenance manuals.
- Perform related duties as assigned.

SUPERVISION RECEIVED:

Direct supervision is received from the Information Technology Specialist.

SUPERVISION EXERCISED:

This position does not directly supervise any other staff.

MINIMUM QUALIFICATIONS:

High School education required, Associate's Degree desirable, plus experience working in a network environment.

- Experience in all aspects of Ethernet network infrastructure.
- Ability to communicate well in a high-tech environment.
- Ability to make effective decisions regarding the security, continuance, and reliability of critical instructional services.
- Ability to communicate with a variety of groups including, vendors, students and staff.

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.