



EASTERN WYOMING COLLEGE

POSITION DUTIES & RESPONSIBILITIES

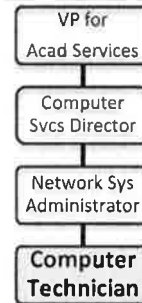
Job Title:	Computer Technician	Classification:	Info Technology Specialist
Department:	Acad Services, Computer Svcs	Duration:	12 months
Primary Location:	Torrington, WY	FLSA Status:	Non-Exempt
Position Number:	327	DBM/Level:	B23

Job Summary: *Brief narrative that highlights the general characteristics of the position, or a general overview.*

The Computer Technician is a full-time, 40 hours weekly, benefitted, position located at the College’s main campus assigned to work 1 July – 30 June annually. The Computer Technician is responsible for providing user support and maintenance for a variety of computer, software, and/or system issues. An overview of assigned tasks include: responding to service requests and troubleshooting and testing appropriate fixes; setting-up and installing new computers; installing and maintaining software; repairing and maintaining computer equipment; and administering specialized systems. This position’s work-week is normally Monday – Friday during standard day shift hours (8 am – 5 pm). Some travel is required in support of outreach areas. Evening and weekend work is rare but is sometimes required. The primary work location is Torrington, WY.

Organizational Relationship: *Title of position’s supervisor and, if applicable, title(s) of employee(s) supervised by this position.*

The Computer Technician is supervised by the Network Systems Administrator and receives annual performance evaluations after the successful conclusion of an one year Probationary Period. The second level supervisor is the Computer Services Director who reports to the Academic Services Vice President. The supervisory chain is depicted at right.



The Computer Technician does not formally supervise or evaluate any EWC full or part-time employees. The position may, on occasion, supervise EWC-enrolled work study students.

Education and Experience Requirements: *What is the minimum level of education and experience necessary to perform the job, as recommended by the department?*

Minimum Qualifications:

- High School (HS) diploma or HS Equivalency Certificate
- Two years practical work experience performing computer installation, maintenance, and repair
- Or, an equivalent combination of education and work experience sufficient to successfully perform the position’s Essential Functions/Duties listed below
- Good oral communications to assist and serve employees, students, and community patrons
- Proficiency in prioritizing work flow
- Demonstrated accountable personal-leadership
- Possess and maintain a valid state-issued Driver License with a satisfactory driving record

Preferred Qualifications:

- Associate’s degree or two-year technical certificate in information technology (IT), computer science, or a related field
- Three years’ work experience providing computer services
- Industry standard certifications in CompTIA A+, Microsoft (MS) Desktop Support, MS Enterprise Support, and MS MCP/MCSA

Knowledge, Skills, and Abilities: *These are the requirements for an employee who is capable of performing the full range of essential functions of the position.*

- Knowledge of...
 - Applicable hardware, software, and peripheral equipment

- Basic computer system and network administration principles
- Basic research and troubleshooting methods
- Customer service principles
- Applicable tools and diagnostic equipment used to troubleshoot problems
- Client/server environments
- Computer restoration and repair principles
- Skills and Abilities in...
 - Utilizing applicable computer hardware, software, and/or peripheral equipment
 - Troubleshooting and repairing computer hardware, software, and peripheral problems
 - Providing end-user support
 - Using applicable tools and diagnostic equipment to troubleshoot and resolve IT related problems
 - Communicating technical information to a non-technical audience
 - Configuring and monitoring computer equipment
 - Installing computer hardware, software, and peripherals
 - Researching technological solutions
 - Strong project completion and documentation skills
 - Verbal communication and interpersonal skills to interact with co-workers, supervisor, and the general public sufficiently to exchange or convey information and to receive work direction

Essential Functions/Duties: *(to perform successfully in this position, an individual must be able to perform essential duties satisfactorily as well as possess education/experience, employ the knowledge, skills, and abilities as listed in representative fashion; reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions – this position is **NON-EXEMPT**, i.e., is eligible for compensatory or overtime pay provisions of the FLSA. This listing of essential duties is not all-inclusive, but representative, other duties may be assigned).*

- Install, configure, upgrade and document operating systems and software using standard business and administrative packages adhering to College policies and Computer Services guidelines
- Install, assemble, and configure computers, monitors, and peripherals such as printers, scanners, and related hardware; assist as needed with moves or modifications as required for new installations and office reconfiguration
- Troubleshoot problems with computer systems, including identifying hardware and software, email, network and peripheral equipment problems; make repairs and corrections where required and document solutions
- Act as a technical resource in assisting users to resolve problems with equipment and data; participate in a centralized Help Desk to facilitate documentation and exchange of information
- Make hardware and software acquisition recommendations including helping users assess needs for equipment and services
- Assist in the evaluation of requested hardware and software
- Assist in instructing employees in the use of approved institutional hardware and software
- Assist with the planning, design, research and acquisition of new or upgraded hardware and software systems; maintain current knowledge of hardware, software, and network technology and recommend modifications as necessary
- Provide support to Avigilon video system
- Provide support to classroom audio/visual systems for instructional use
- Administer the multi-card system which includes troubleshooting and system updates
- Be prepared to provide end-user support services to VM Ware environment
- Provide support to the Douglas Campus and Outreach locations
- Perform all other duties of a similar nature or level as assigned


Physical & Mental Demands / Special Requirements: *(The physical demands and work environment characteristics described herein are representative of those that must be met by an employee to successfully perform essential functions of this position and/or may be encountered while performing essential functions. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions).*

- Position requires reaching, standing, walking, fingering, grasping, feeling, reaching overhead, talking, hearing, seeing, and repetitive motions
- Physical exertion is required to lift, move, or carry computers, peripherals, and computer related equipment up to 50 pounds of force occasionally, and up to 20 pounds of force frequently and up to 10 pounds of force constantly
- Individuals may be subjected to electrical currents, inadequate lighting, workspace restrictions, intense noises, and travel
- Flexibility is needed to bend, stoop, work from ladders above 10 feet, and sit or stand for long periods of time
- Sufficient vision or other powers of observation are essential to read equipment publications and operating manuals, serve customers, and perform all other assigned tasks

NETWORK SYSTEMS ADMINISTATOR:


 Signature _____ Date 4/3/17

COMPUTER SERVICES DIRECTOR:


 Signature _____ Date 4/3/17

VICE PRESIDENT FOR ACADEMIC SERVICES:


 Signature _____ Date 4/5/17

PRESIDENT:


 Signature _____ Date 5 Apr 17

NOTE: This position duties and responsibilities is an overview; it is not intended as an employment contract, nor is it intended to describe all duties someone in this position may perform. All employees of the College are expected to perform other tasks as assigned by their respective supervisor/manager regardless of job title or routine job duties.

HR Office Processing

PD&R Received		30 March 2017
PD&R Reviewed		
PD&R Approved		<u>5 April 2017</u> <i>SKM</i>
Position Duties & Responsibilities Effective Date		17 April 2017
Position Number Assigned/Verified		30 March 2017