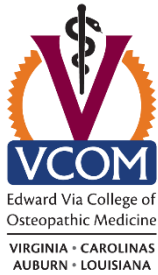


Position Description



Job Title: Information Technology Technician	
Department: Information Technology	Date: July 1, 2025
FLSA: Non-Exempt	Work Location: Carolinas Campus
Employee Category: Classified Staff	Work Schedule: M-F, 8:00am – 5:00pm
Reports to: Director of IT Support Services	Percent Employment: 100%
Direct Reports: N/A	

I. Job Summary:

The Information Technology Technician provides essential technical support and oversight to the local campus community where they serve. The campus technician assists faculty, staff, and students with workstation and business application support. A detailed knowledge of current Windows, Apple, and Android operating systems is required. Additionally, a mature understanding of business productivity apps like Microsoft Office, Connectwise Automate, Active Directory, and others support tools like the Microsoft Deployment toolkit are mandatory for continued success in this role. The IT Technician should obtain an understanding of the ITIL framework and how it applies to industry IT Service Management methodologies for the timely delivery of established service level agreements.

II. Job Duties:

1. Daily support of faculty, staff, and student support requests and their corresponding escalation where applicable.
2. Monitoring and associated support of/through the IT Help Desk ticketing system
3. Asset management and IT inventory auditing. The provisioning of new assets and assistance in onboarding new faculty and staff.
4. Hardware repairs and maintenance for VCOM owned technology assets.
5. A/V setup for events (ex. Faculty development, graduation, guest events, etc.)
6. Support for student owned devices (scope related to network connectivity, testing software, essential communications, and other tasks related to their academic success).
7. Microsoft Office Suite, Zoom, Teams, and other business applications.
8. Support for third party applications and programs
9. Printer support including troubleshooting, remediation and/or escalation with contracted vendors. Management of stock and replacement of toner cartridges, as necessary.
10. Support with moves, adds, changes.
11. Workstations provisioning and deployment
12. Assist with user account lifecycle management.
13. Assist the facilities department with necessary changes including relocating desks, furniture, chairs, etc. when needed and where technology may be impacted.
14. Limited Android and Apple phone support
15. Troubleshoot and research user problems and answer user questions.
16. Maintain Windows Deployment Server (WDS) and Microsoft Deployment Tools (MDT)
17. Perform other duties as assigned.

III. Required Qualifications:

- Education: Associates degree in information technology related discipline, Bachelors preferred
- Licensure or certification: Continuing Education and certifications may be required once the candidate begins employment.
- Experience:
 1. Considerable knowledge of various computing operating systems to include installation and configuration of Windows products.
 2. Experience with computer hardware demonstrating an ability to diagnose and repair computer hardware.
 3. Experience working with audiovisual equipment and telecommunications.
 4. Strong working knowledge of office software to include Microsoft Office suite, internet browsers and e-mail clients.
 5. Demonstrated ability to troubleshoot, configure, and repair software products.
 6. Must be able to work independently and effectively with a broad range of computer users and provide high quality technical support.
 7. Must have strong communication and interpersonal skills and the ability to interact respectfully and comfortably with all individuals in a diverse multicultural environment.

Skills required for this position include:

- Excellent interpersonal and communications skills
- Strong team player
- Commitment to company values
- Experience with audio/video equipment.

Preferences may be given to applicants who have the following skills or attributes:

- Advanced computer proficiency in Windows environments
- Proficiency with Macintosh Apple devices
- Experience providing workstation support
- Experience with Windows Servers and systems administration in a multi-platform network environment. Knowledge and administration of large volume printers.

Successful candidates will be subject to a criminal history background check.

Regular, reliable, or predictable attendance is an essential function of the job.

- IV. Working Conditions and Efforts:** The physical demands and work environment characteristics described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. The position requires a rapid pace, some days with long hours to meet expectations, long distance driving to rural sites, and the ability to organize, interpret, and utilize a large volume of information.

Physical demands: While performing the duties of this job, the employee is required to ambulate (may be with use of assisted devices); sit, stand (or accommodate for standing); use hands and vision for teaching; use office equipment such as computers; speak to large and small groups of individuals for teaching; perform moderate telephone and poly-com communication/usage; occasionally be required to lift and/or move up to 50 pounds; drive distances up to five hours or to fly on occasion to other campuses or meetings.

Work environment: Office environment. Outside travel required 0% to 5% of time. The noise level in the work environment is usually minimal, however the reception area with frequent visitors, phone calls and discussions may be distracting.

This position is classified as a non-exempt position because it does not require that the candidate/employee exercise independent judgement and discretion regarding matters of significance.

Employment with VCOM is “at-will”. This means employment is for an indefinite period of time and it is subject to termination by the employee or by VCOM, with or without cause, with or without notice, and at any time. Nothing in this position description or any other policy of VCOM shall be interpreted to be in conflict with or to eliminate or modify in any way, the “at-will” employment status of VCOM employees.

- V. VCOM Core Values:** The employee is expected to adhere to all VCOM policies. As the environment is a professional college, VCOM faculty / staff are expected to dress and behave in a professional manner at work. VCOM faculty / staff are expected as VCOM employees, to be a person who obeys all laws and professional expectations of an upstanding citizen of the community. VCOM expects all employees to maintain a positive attitude in all working relationships with all VCOM departments, employees, medical students, prospective medical students, interns, and residents and to treat all other engaged in the duties of the employment, with mutual respect.