Position Description

Job Title: Information Technology Technician
Department: Operations
FLSA: Non Exempt
Employee Category: Classified Staff
Reports to: Director for Information Technology

I. Job Summary: This position provides Level 2 end-user support. Responsibilities include diagnosing and troubleshooting a wide range of software and hardware issues. Provides support with Moves, Adds, and changes (MAC’s). Assists Faculty, Staff, and Students with workstation and application support. Fundamental knowledge of Microsoft enterprise environments including Tier 1 Domain administration, SCCM, WSUS, Office 365, Microsoft Office Suite, and Macintosh Apple products. This position reports to the Director of Information Technology.

II. Job Duties:
1. Daily support of End User escalations.
2. Monitor Helpdesk ticketing system resolving/escalating End User support in timely manner.
3. Asset management and I.T. inventory auditing.
5. A/V setup for special events and faculty development.
6. BYOD support for students including troubleshooting and escalation.
7. Network support for BYOD and domain resources.
8. Microsoft Office Suite support.
9. Support for third party applications and programs.
10. Printer support including troubleshooting, remediation and/or escalation with contracted vendors.
11. Replacing toner cartridges as needed.
12. Support with moves, adds, changes.
13. Workstations imaging and deployment.
14. User account administration.
15. Assist Operations Department with moves, adds, changes including relocating desks, furniture, chairs, etc. when needed.
16. Android and Apple phone support.
17. Other duties as assigned.

III. Required Qualifications:
Education: AS in Computer Science or equivalent program. Bachelor’s degree preferred. Licensure or certification: N/A. Continuing Education and certifications may be required once the candidate begins employment.
Experience: Considerable knowledge of various computing operating systems to include installation and configuration of Windows products. Experience with computer hardware demonstrating an ability to diagnose and repair computer hardware.
Experience working with audiovisual equipment and telecommunications. Strong working knowledge of office software to include Microsoft Office suite, internet...
browsers and e-mail clients. Demonstrated ability to troubleshoot, configure and repair software products. Must be able to work independently and effectively with a broad range of computer users and provide high quality technical support. Must have strong communication and interpersonal skills and the ability to interact respectfully and comfortably with all individuals in a diverse multicultural environment.

- 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 candidate will be subject to a criminal history background check.

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

III. 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.

Physical demands: While performing the duties of this job, the employee is occasionally required to sit; use hands and vision for office equipment such as computers; talk or hear; moderate telephone usage. The employee must occasionally lift and/or move up to 50 pounds, frequent walking, bending, reaching and standing.

Work environment: Office environment. Outside travel required 5% of time. The noise level in the work environment is usually minimal.

This position is classified as a non-exempt position because it does not require that the candidate/employee exercise independent judgment 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.

IV. VCOM core values: The employee is expected to adhere to all VCOM policies. As the environment is a professional college, the VCOM faculty/staff are expected to dress and
behave in a professional manner at work. The VCOM faculty/staff are also expected to as a VCOM employee to be a person who follows 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 others engaged in the duties of the employment, with mutual respect.

I have read and understand this explanation and job description. I also understand that the job duties and description or the existence of the need for the position may be changed at any time as required by the College where growth of the institution or change in direction of the institution may change the duties of my department or the need for the position.

I am notified that the College is an equal opportunity employer and does not discriminate on the basis of age, sex, sexual orientation, ethnicity, religion, or disability.

I have been made aware of the College’s most recent campus safety report, the location of the college policies and procedures document, and the appropriate handbook for my position. I recognize my responsibility to be aware of the policies and procedures and I am in agreement to follow the policies and procedures as written.

Employee: ________________________________ Date: ____________

Approvals:

Immediate Supervisor: __________________________ Date: ____________

Division Officer: ______________________________ Date: ____________

President: _______________________________ Date: ____________