Connecticut State Community College
Job Description
Academic IT Technician I

Salary Level:	**Date Approved/Revised:**
CCP 14 (Subject to Willis)	**5/10/22**

POSITION PURPOSE

The Academic IT Technician I performs computer hardware and software maintenance and repair at Connecticut State College, which relies on computerized services in support of its academic and administrative functions. Those computerized services include information technology assistance to academic computer labs, and to departments such as the Enrollment Management Services, Guided Pathways, and other Shared Services, such as Finance and Human Resources.

The position's role is focused on providing technical assistance to the users of the various computer systems through diagnosing and repairing computer and software operating problems, but also may include some AV installation and modification as well as demonstrating proper campus technology and related classroom and administrative equipment operation.

Supervisory and Other Relationships

The Academic IT Technician I typically works under the supervision of the CT State Community College Regional Academic Technology Manager (RATM)

The position may lead student workers in performing routine tasks in computer and peripheral equipment set-up and operation.

The position is required to have cooperative relationships with students, staff and faculty and is expected to represent the campus and CT State College Information Technology department in a positive manner.

Major Accountabilities

The Academic IT Technician I is accountable for providing technically sound assistance in installation, maintenance and repair of computer, AV equipment, and installation and updating of software, as assigned, through effective performance in these essential functional areas:

- Functioning of the College's computer systems.
- Installation and configuration of computers, software and peripherals.
- Installation and configuration of audio visual and computerized media systems.
- Timely response and documented resolution to Help Desk service tickets.
- Documentation of unique and innovative solutions to the central knowledge base.

Examples Duties

The following examples of duties and accountabilities illustrate the general range of tasks assigned to the position but are not intended to define the limits of required duties. Other essential duties may be assigned consistent with the general scope of the position.

The Academic IT Technician I is accountable for contributing to the proper functioning of the College's computer systems by performing a range of skilled technical work to support their operation. This accountability includes such essential tasks as:

1. Installing, configuring, adapting and testing hardware and software in assigned areas.
2. Hands-on software and hardware troubleshooting.
3. Production of written technical documentation in a user-friendly format.
4. Utilization of an enterprise level ticketing system, such as Service Now, to log, monitor, document, and resolve technical incidents. Contribute to the knowledgebase when necessary.
5. Utilization of remote user support tools, such as Beyond Trust (Bomgar) or similar tools.
6. Assists Enterprise Technical staff in the investigation and resolution of Information Technology security incidents as needed.
7. Ability to calmly and confidently provide basic technology instruction.
8. Responsible for providing inventory information when installing or relocating college-owned equipment.
9. Provide IT and AV support at college events as needed.
10. Deploy desktop and laptop images as required.
11. Operates and maintains a variety of audio-visual equipment.
12. Monitoring and notification of in-stock levels of computer equipment parts and materials.
13. Performing basic maintenance and troubleshooting on virtualized endpoints.
14. Performing basic network connectivity tests, both wired and wireless.
15. Escalating calls to the proper resource or support group when necessary.
16. Familiarity or working knowledge using configuration management/package deployment tools (such as Microsoft OSD/SCCM, InTune, JAMF and/or ASM).
17. Perform routine testing and evaluation of audio-visual/computing equipment and related software. Troubleshoot and interface with vendors, as assigned.
18. Maintain and replace equipment in classroom and event spaces, including but not limited to projectors, computers, and other audio-visual equipment.

PROFESSIONAL PARTICIPATION AND DEVELOPMENT
In addition to the accountabilities listed above, the incumbent is required to carry out the essential duties of:

- Attendance and participation at convocation, commencement and honors ceremonies;
- Service on assigned committees and task forces;
- Attendance and participation at, committee, staff, informational and professional meetings.

May involve participation at evening or weekend events.

The incumbent is required to maintain currency in the position's required fields of professional expertise and competencies.

The incumbent is required to maintain complete confidentiality of student (Personal data) records and other materials or information of a confidential nature.

QUALIFICATIONS
Incumbents must possess proven ability to effectively work with a culturally, linguistically, and ethnically diverse faculty, staff, and student. They are expected to have excellent oral and written communication skills along with strong Information technology literacy skills such as Microsoft Office (Word, Excel, Outlook, Teams etc.) Incumbents are required to have demonstrated advanced knowledge and abilities in the following: Incumbents are required to have demonstrated substantial knowledge and abilities in the following areas:

- Computer hardware, software, related peripheral equipment, AV and media equipment, software applications and equipment assembly and installation;
- Experience working with one or more of the following technologies: Directory Services, Email/Messaging, Identity Management, and Remote Access
- Possesses working knowledge of network technologies such as DNS, DHCP and networking protocols such as TCP/IP, 802.1x, WiFi 4, 5, 6, etc.
- Possesses a comprehensive understanding of currently supported Windows, Mac OS, Linux and mobile operating systems- iOS and Android.
- Experience in a higher education Help Desk setting.
- Experience in a K-12 or college educational environment.

- CompTIA A+, Microsoft, Apple, or other industry standard technical certifications are desired.
- Installing, operating, adapting, diagnosing and repairing malfunctions in computer equipment and software, including complex software systems.
- Interacting favorably with faculty, administrators, staff and students.
- Excellent customer service skills, including effective written and verbal communication, technical follow-through, personal organization, and prioritization.
- Knowledge of wireless internet and network connectivity needed.
- Technically fluent in desktop operating systems- macOS, Windows, Linux, and mobile device platforms (iOS/Android).
- Technically fluent in Microsoft Office products- 2016- 2019 and O365 and Adobe products.

These skills and abilities typically are acquired through a combination of education, training or experience which would include an Associate's degree, advanced degree preferred, preferably in computer technology area or one to three years of experience in computer system and software installation, repair, maintenance and operation; or a combination of education, training, and experience which would lead to the competencies required for successful performance of the position's essential duties. Relevant professional certifications are desired and preferred.

WORK ENVIRONMENT
Incumbents perform work in offices, at work benches, computer rooms and computer labs. The work involves installation, movement, repair and adaptation of such equipment as computers and printers which require incumbents to exert substantial physical effort. Work may be performed at more than one physical site. Work may require occasional evening or weekend duty. Reasonable accommodation will be made for candidates with physical limitations.