



**JOB TITLE: Technology Support Specialist**

**JOB CODE: Hourly**

Department Name: Information Technology (IT)

Reports To: IT Operations Coordinator

Location: Mt. Pleasant or Harrison Campus

EX/NE: Non - Exempt

Pay: Grade 4, Per ESPA Agreement

Last Revised: July 2019

## **POSITION SUMMARY:**

Mid Michigan College seeks individuals who: value collegiality and mutual respect; use data in decision making; are innovative; are service minded; are goal oriented; strive to continually improve themselves and their work processes; are willing to collaborate and seek to add value in every interaction.

This position functions as a member of the information technology team through maintaining the computer systems' performance and its ability to meet the needs of the college's objectives, focusing on workstations, desktops, laptops, and peripherals, including installing, setting up, diagnosing, repairing, maintaining, and upgrading all hardware and software while ensuring optimal workstation performance, trains and manages student workers.

## **ESSENTIAL JOB FUNCTIONS:**

### **General Duties**

1. Provide professional, courteous, accurate and timely technical support to the Mid College community.
2. Diagnose any service interruptions, determine root cause and take necessary action to restore service.
3. Document support interactions in the Help Desk incident tracking software in a timely fashion and in a manner that allows others to understand the problem and the work performed.
4. Provide leadership, training, and technical assistance to student employees of the department.
5. Create documentation, as needed, to provide others with easy-to-follow instructions for commonly requested computing tasks (installations, fixing common problems, etc.)
6. Maintain professional growth and up-to-date knowledge on areas of responsibility through research, continuing education, and training.
7. When appropriate, participate in cross-departmental committees as a representative of the IT Department.
8. Adhere to technical escalation and management notification procedures.
9. Understand and adhere to IT standards and policies.
10. Participate fully in team and department meetings.
11. Recommend system changes as needed.
12. Perform other duties as assigned.

## BACKGROUND AND JOB REQUIREMENTS:

### Knowledge, Skills, Abilities:

- Understands the needs of people at various skill levels and enjoys troubleshooting and solving their technical problems over the phone, email, or in person.
- Strong interpersonal communication and customer service skills required. Must be able to communicate technical information (both written and verbal) to non-technical people in a supportive and meaningful way.
- Knowledge of Macintosh and/or Windows operating systems, productivity software (MS Office), email (Outlook, Gmail), browser software (IE, Firefox, and Chrome), antivirus and antimalware techniques, wired/wireless network concepts and client configuration, and network printing concepts is required
- A general knowledge of audio/visual systems is preferred.
- Strong troubleshooting skills required.
- Strong organizational skills required.
- Demonstrated ability to independently and cooperatively solve problems, prioritize and troubleshoot issues while simultaneously managing multiple projects and demands preferred.
- Ability to actively participate in professional work teams.
- A+/Network+/MCP or equivalent certification preferred.
- Ability to remain focused and calm in a busy, relatively open office environment.

### Education, Certification, Licensure:

- Associate Degree (or in process and will obtain an Associate's degree within the next 12 months) in a computer related field, or equivalent (i.e. completing a two year technical trade degree program) in Electronics, Multimedia, Computer Science, Information Systems, or Systems Science required.

### Experience:

- Minimum of 1 year of work experience providing end user support on software applications, software image development and deployment, computer hardware, and/or audio visual equipment required.

## WORKING ENVIRONMENT:

- The job responsibilities of this position are performed in an office building environment.
- There may be occasional travel to other college locations for meetings.
- There may be occasional travel for conferences/training.
- Duties are performed in an independent and team atmosphere. Continuous collaboration with team and supervisor will occur.
- The job requires medium physical exertion, such as walking, standing, stooping, bending, climbing, lifting material or equipment, some of which may be heavy or awkward (50+ pounds).
- Minimal discomfort due to heat, dust and noise may occur.
- Typical work schedule is 1<sup>st</sup> Shift 8:00am – 4:30pm with flexible or extended hours as approved by the IT Operations Coordinator.

***Note: This job description is intended to describe the general nature and level of work being performed by a person assigned to this job. It is not to be construed as an exhaustive list of all job duties that may be performed by a person so classified. Incumbents may be asked to perform additional duties as required by his/her supervisor.***

Employee Signature: \_\_\_\_\_

Date: \_\_\_\_\_