MONROE COUNTY COMMUNITY COLLEGE
JOB DESCRIPTION

TECHNICAL SUPPORT ASSISTANT (PART-TIME)
INFORMATION SYSTEMS

Supervised By: Manager of Information Systems
Supervises: No supervisory responsibility

Position Summary:

Under the supervision of the Manager of Information Systems responds to information technology and audiovisual users seeking technical support and assistance normally associated with "Computer Support", "Help Desk", "User Support", and "Network Support". A Technical Support Assistant attempts to resolve user problems by using communication skills, troubleshooting equipment, and translating technical problems from end-users to other IS technical support staff if needed. A Technical Support Assistant logs calls, answers questions, resolves problems with computer and audiovisual equipment, does hardware and software installations, serves as special event technical support liaison, and performs other related duties.

Essential Job Functions:

An employee in this position may be called upon to do any or all of the following essential functions. These examples do not include all of the duties which the employee may be expected to perform. To perform this job successfully, an individual must be able to perform each essential function satisfactorily.

1. Assists with set-ups of audiovisual and computer related equipment.

2. Assists with installation, maintenance, and repair of computer and audiovisual equipment.

3. Assists with the maintenance and operation of various sound systems.

4. Assists and performs record keeping as needed.

5. Provides assistance with audiovisual, computer, and other technical support and assistance, as directed.

6. Assists with the receiving and handling of new and in-service equipment.

7. Assists with maintaining, installing, and inventorying hardware and software.

8. Independently provides technical assistance during evening and weekend use while assisting with the operation of computer, audiovisual, and other technology related equipment.

9. Performs other duties as assigned.

The above statements are intended to describe the general nature and level of work being performed by personnel assigned this classification. They are not to be construed as an exhaustive list of all job duties personnel so classified.

Required Knowledge, Skills, Abilities and Minimum Qualifications:
The requirements listed below are representative of the knowledge, skills, abilities and minimum qualifications necessary to perform the essential functions of the position. Reasonable accommodations may be made to enable individuals with disabilities to perform the job.

Requirements include the following:

1. An Associate's degree in computer science, information systems, or equivalent combination of education, experience, and certification.

2. One or more years of related experience.

3. Working knowledge of various audiovisual equipment including set-up and operation.

4. Skill in the use of standard office equipment and technology, including computers, and related software, such as word processing and spreadsheets, and the ability to learn new technologies.

5. Ability to prioritize, problem solve, and meet deadlines.

6. Ability to work effectively both independently and in a team environment with minimal supervision.

7. Ability to work a flexible schedule, primarily evenings and weekends.

8. Ability to understand instructions and follow detailed procedures consistently, including the ability to read and interpret technical manuals and materials.

9. Ability to effectively communicate and present ideas and concepts orally and in writing.

10. Ability to establish effective working relationships and use good judgment, initiative, and resourcefulness when dealing with staff, students, faculty, the public, and other professional contacts.

11. Ability to critically assess situations, maintain attention to detail, solve problems, work effectively under stress, within deadlines, and changing work priorities.

12. Ability to use a variety of power and hand tools for the repair and installation of computer and video equipment.

Physical Demands and Work Environment:

The physical demands and work environment characteristics described here are representative of those an employee encounters while performing the essential functions of the job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to communicate with others in person and on the telephone. Employee is required to hear and distinguish normal sounds with some background noise. Employee must view and create written and electronic documents. The employee frequently is required to use hands to finger, handle, or feel; reach with hands and arms; and stoop, kneel, crouch, crawl, and use a ladder. The employee may be exposed to the risk of electrical shock. The employee must frequently lift and/or move moderate to heavy weight objects up to 65 pounds.

While performing the duties of this job, the employee regularly works in an office setting. The noise level in the work environment is generally quiet and sometimes moderate.

September 2017