



## User Support Technician (Tier 2)

<b>Department:</b> Information Technology	<b>Effective Date:</b> 11/22/13
<b>Reports To:</b> Manager, User Services	<b>Division:</b> Institutional Effectiveness
<b>FLSA Status:</b> Nonexempt	<b>Job Status:</b> Full-Time
<b>Salary Grade:</b> 10	<b>Job Classification:</b> Support

### Position Summary:

The User Support Technician works as part of a team that is tasked with providing Tier 2 support services for all instructional, administrative, and student technologies located in labs, classrooms, offices, conference rooms, and at specialized sites. The technician will provide end-user technical support for hardware/software installation/configuration and troubleshooting in a fast-paced environment to faculty and staff in person, over the phone, and using remote support software.

### Essential Duties and Responsibilities:

The following are the functions essential to performing this job:

1. Respond to requests for end-user assistance in a fast paced environment.
2. Exhibits a strong customer service orientation.
3. Consistently communicate clearly with customers and co-workers.
4. Provide troubleshooting and resolution for connectivity, spyware, hardware, printers, fax and scanners
5. Maintain existing equipment through preventive maintenance processes.
6. Image, configure, install new and existing computer systems.
7. Advise and train end-users in the appropriate use of technology.
8. Adhere to the highest professional ethical standards in order to secure and protect confidential data.
9. Maintain accurate and timely documentation in the ticket and asset inventory systems.
10. Provides timely communication with customers of call ticket status for open tickets until resolution.
11. Provides regular communication with supervisor through the use of multiple modalities: email, IM, phone, face to face.
12. Maintains a positive, professional image when interacting with the college community.
13. Works cooperatively and collaboratively as a team member (e.g. sharing information, participating in team meetings).
14. Demonstrates initiative and follow-through with minimal supervision.
15. Keep IT work area and labs clean, organized, and secured.
16. Provide backup and mentoring to the Tier I User Support Specialists.
17. Assist and act as a back up to the Media Technician.

## ***User Support Technician (Tier 2)***

### **Required Minimum Qualifications:**

1. Education: AA degree or Bachelor's degree plus CompTIA A+
2. Successful Experience: Three or more years of experience in an IT technical support role.

### **Desired Qualifications:**

1. Strong customer service orientation; values and respects customer input.
2. Excellent problem solving skills including the ability to research possible solutions.
3. Ability to communicate clearly and effectively to customers and co-workers with a wide range of technological skill levels.
4. Proficiency in using and supporting Microsoft Windows, Microsoft Office, Outlook, PCs, and mobile devices.
5. Proficiency in imaging computer systems.
6. Ability to contribute as a team player.
7. Strong attention to detail.
8. Ability to use varying styles, approaches, skills and techniques that reflect an understanding and acceptance of the role of culture in a diverse, multi-cultural workplace.

***Note: The College reserves the right to change or reassign job duties, or combine positions at any time.***