IT Support Technician IV (0755)

Basic Purpose/Job Function: Performs computer, network, and/or telecommunications operations in the support of a medium to large department or an entire work group (normally 20+ work stations). Tasks are becoming less routine such as operation of a computing system, operating peripheral equipment and scheduling use of peripheral equipment to best utilize use of computer/departmental resources. Non-routine tasks could include: identifying source of trouble when equipment malfunctions, repairing any defective equipment, or utilizing the proper contractor to repair any defective equipment. Tasks require good organizational and communication skills, the exercise of discretion, and takes initiative when determining proper course of action while following ethical standards and best practices.

Examples of Titles Replaced: Computer Engineering Specialist, Data Technician I, Help Desk Technician, Public Safety Systems Specialist

Typical Functions May Include:

1. Evaluating/troubleshooting service calls relating to computers, networks, telecommunications, and peripherals, and performs, approves, or insures the necessary repair work if need be
2. Walking a caller through standard troubleshooting and/or training procedures
3. Accepting, prioritizing and managing assigned service requests
4. Recommending expansions and upgrades to current systems by acquiring necessary information from customers
5. Maintaining certification through vendors to work on equipment
6. Completing repair records and billing information
7. Ordering supplies as needed for repair
8. Using specialized software and/or diagnostic testing equipment
9. Maintaining, supporting, and troubleshooting other office, classroom and lab technologies, including desktop scanners, projectors, digital cameras, multimedia equipment, and other specialized equipment as needed
10. Installing and maintaining data circuitry, and the network systems and configurations
11. Serving as lead in planning and building departmental web sites (including configuring and maintaining departmental web server) and departmental database applications (including general consulting and coordinating with end-users)
12. Reading and understanding schematics and technical drawings and documents
13. Leading a project from planning through completion; may direct one or more crews of technicians by assigning tasks, mentoring/training, and quality assurance
14. Escalating issues, informing, and advising Team Leaders and supervisors
15. Providing oversight of lower-level techs performing web-design, database maintenance and system/network operations
16. Developing instruction manuals and presenting related training sessions
17. Demonstrating safe practices and compliance with applicable workplace regulations
18. May perform database design and implementation
19. May be responsible for hiring/firing lower level employees including evaluations and preparing work schedules
20. May be responsible for developing and enforcing departmental computer-related security, including inventory and accountability for hardware/software
21. Performing other related duties as assigned
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Risk Management: Uses established safety practices to protect health and safety of personnel and property. If supervising or serving as the lead, ensures that personnel supervised are informed of and adhere to established health and safety practices associated with assigned tasks.

Supervision of Others: Serves as lead operator on assigned shifts, provides technical direction, is responsible for the training of new personnel, and directly oversees the work of those supervised. May have some supervisory responsibilities and in those instances will hire, train, fire, evaluate performance, and handle discipline issues per established university policies and procedures.

Supervision Received: Receives very limited supervision from a designated supervisor. Employee determines action to be taken handling all but unusual cases.

Minimum Qualifications:

- **Education:** High School diploma or GED and some College or Vo-Tech
  
- **Experience:** 18 - 36 months
  
- **Skills:** Uses tools and equipment with little assistance; reads and interprets moderately complex written or printed materials; demonstrates better than average use/knowledge of addition, subtraction, multiplication and division; knowledge and use of internet, databases, networks, and operating systems is moderate to high; able to give and/or receive oral and/or written instructions in clear, precise language; able to train users on office productivity tools, including scheduling, email and word processing; performs record keeping operations that may require automated logging in journals; demonstrates strong organizational skills; demonstrates strong communication skills - ability to communicate effectively with the entire campus community including faculty, staff and students; able to work under pressure and meet deadlines; able to work independently on a normal basis or in groups with minimal direction; able to know how and where to find information to complete projects; identifies and makes recommendations for needs of users; willing to adapt to and learn new skills and new ways of moving forward; performs oral or written tasks requiring knowledge of grammatical structure, vocabulary and formats; able to distinguish hardware/software programs/applications; willing and able to share ideas and knowledge; adaptable to changing priorities and able to move into new situations with guidance; assesses needs of organization and own area; aware of best practices and technology standards and alternatives within area of expertise; resourceful and encourages others; seeks training opportunities to develop new skills; able to use technology to solve problems effectively and efficiently; demonstrates safe practices and compliance with applicable workplace regulations.
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- **Special Requirements:** May perform shift work; may require some travel; may be required to bend, lift, stoop, carry equipment; may be required to carry equipment up to 50 lbs.; may have constant exposure to load noises; may be exposed to extreme temperature changes and outdoor work environment; may run errands between campuses and around campus; may be required to drive; may require ability to distinguish colors – wires, monitors, other electrical equipment; may be required to take assessment tests for advancement; may be required to have driver’s license and background checks before and during employment; may be required to test for drugs and take a physical.

- **Licenses:** Determined by the nature of the position and/or department.

- **Certifications:** Determined by the nature of the position and/or department.

Minimum requirements may be met by an equivalent combination of education and experience, unless otherwise designated in writing by the department. Departments are responsible for site-specific job descriptions.