



CLASSIFICATION SERIES:

Technology Support Occupation

BARGAINING UNIT:

ACE

Technology Support Technician 1

SERIES PURPOSE: The purpose of the Technology Support Technician occupation is to provide technology support services to users of networked and/or mobile technologies and devices. Work typically occurs on-site and relates to business office and/or instructional operations.

CLASS CONCEPT: The class works under direct supervision and is responsible for the resolution of customer technology issues, questions, and/or the deployment of existing technologies typically as escalated from the service desk, and/or as assigned. Tasks include installation of, upgrades to, and approved removal of, technology equipment and software applications, problem diagnosis, and resolution according to standard and/or best practices; works with clients to ensure the functionality and workability of necessary technologies. Logs progress, work status, and accounts for time spent.

JOB DUTIES: Incumbents may perform some or all of these duties or other job-related duties as assigned.

Logs technology services and/or help provided via the service management system; ensures no loss of data during procedures performed; completes a set minimum number of service tickets per day; knows and adheres to all documented policies, procedures, regulations, and work requirements.

Prepares reports on work, assignments, time, status, etc. as scheduled and requested; escalates well-documented issues to other teams and/or employees as necessary and appropriate; represents the department in a professional, courteous, and helpful manner.

Installs, configures, tests, and maintains technology hardware and/or software using standard methods and/or tools.

Works with, protects, secures, migrates, etc. data as needed to perform required and/or assigned duties implementing standard procedures and/or best practices to ensure no data loss.

Creates and maintains concise, accurate, and timely records of services rendered and help requests.

Maintains documentation for new and changing technologies especially regarding hardware and/or software.

Acts as backup to Service Desk Technicians on an as-needed basis including participation as standby “jump and run” support personnel.

Serves as a resource for technology and/or business project tasks as assigned.

Trains constituents as needed regarding technology functions and operations.

Serves as a secondary in a primary/secondary support role with a Technology Support Technician 2.

OTHER FUNCTIONS AND RESPONSIBILITIES: Assists with training new hires.

Performs any and all other duties assigned and/or required that are within the level of responsibility for this classification at the discretion of the supervisor.

KNOWLEDGE, SKILLS, AND ABILITIES:

Knowledge of: data protection and security awareness; business information systems, office productivity, security, backup, software, and related; network connectivity of various devices including desktop and laptop computers, smartphones, electronic tablets and pads, etc. running various operating systems; network administration including diagnosing and resolving technology issues over LAN/WAN; employee training and development.

Skill in: written and verbal communication; operation of current consumer technologies, peripheral equipment, instructional technologies and instrumentation and trending and/or scientific software apps.

Ability to: cooperate and interact in problem solving with coworkers in a team environment; document and communicate technical issues well and in a non-technical manner; resolve technology issues, questions, and complaints from clients and especially those escalated by the service desk and provide a friendly atmosphere; maintain proficiencies regarding technology duties and tools.

(*) Developed after employment.

MINIMUM QUALIFICATIONS: High school diploma or GED; demonstrated competency in customer service technology support, proficient with local, networked and mobile technologies, office productivity applications, network connectivity including operations, and/or problem diagnosis and resolution.

REQUIRED CERTIFICATIONS, TRAINING, AND/OR LICENSURES: None

PHYSICAL REQUIREMENTS: In accordance with the U.S. Department of Labor physical demands strength ratings, this position will perform light work.

LIGHT: work involves exerting up to 20 pounds of force occasionally, or up to 10 pounds of force frequently, or a negligible amount of force constantly to move objects, requiring: (1) walking or standing to a significant degree; (2) sitting most of the time while pushing or pulling arm or leg controls; or (3) working at a production rate pace while constantly pushing or pulling materials even though the weight or the materials is negligible. (The constant stress and strain of maintaining a

production rate pace, especially in an industrial setting, can be and is physically demanding of a worker even though the amount of force exerted is negligible.)

UNUSUAL WORKING CONDITIONS: May be required to work occasional evenings and weekends.