CLASSIFICATION SERIES:
Technology Support Occupation

BARGAINING UNIT:
ACE

Technology Support Technician 2

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 general 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.

Assists in specifying and developing tools and procedures for administration of various technologies.

Prepares estimates of time, cost, and resources; instructs and/or trains users regarding technologies and systems; serves as a resource for technology and/or business project tasks as assigned.

Supports the operation of all technology equipment throughout campus including instructional spaces; advises management and other constituents on technology issues and concerns, training, and work direction. Prepares instructions, procedure manuals, etc. in support of technology systems and software.

Establishes and maintains user contacts, schedules technology equipment/spaces as required; formulates and evaluates hardware and software recommendations; researches current and developing technology trends including information access and retrieval.

Plans, installs, configures, tests, and maintains integrated systems using standardized tools/means. Repairs, installs, and maintains data communications/telecommunication (e.g. data, VOIP, video) network equipment and peripheral network materials (e.g. Ethernet cables, VOIP phones, switches, and routers). Assists with analyzing, testing, and resolving network and VOIP problems. Uses diagnostic

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software and test equipment to monitor and troubleshoot related network problems and troubleshoot connecting devices and media.

Provides guidance when working with lower-level employees and students to assist in professional growth and development.

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 to include plans for installation, upgrade, and/or removal of network and VOIP equipment. Provides mid-level support especially for issues involving interactions between multiple devices or areas residing on network. Reviews trouble reports on support issues and aids as needed. Initiates start-up and shutdown of network components, including backup and recovery of data. Assists in activating new lines and connections and perform moves, adds, changes of network components, and VOIP phones.

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 to include maintenance of inventory and records of network, VOIP, and UPS equipment. Labels and documents network environment and components such as network topology, IP addresses, MAC addresses, and VOIP extensions; keeps documentation up to date in current standard systems. Monitors network and VOIP systems and services to ensure operations and accessibility.

Assists with implementing IT Security priorities as needed.

Acts as backup to lower-level employees 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 primary in a primary/secondary support role with a Technology Support Technician 1.

Contributes to and supports assessing, designing, monitoring, and/or maintaining VOIP services and equipment and/or network support services. Attends seminars and/or classes for training in network and VOIP administration.

Stays abreast of current trends in technology.

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 and corrective actions thereof, 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: operation of enterprise systems; 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, interact, and instruct others in problem solving individually and 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 other lower-level employees 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. Demonstrated success working with integrated systems for a business of 50 or more employees.

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.