

## **Colorado Mountain College**

### **Position Description**

Title: Technology Support Specialist I  
FLSA Classification: Non-Exempt  
Hiring Salary Range: \$49,772.70 – \$55,303.00 (\$23.93 - \$26.59)

#### Primary Responsibility

Under the supervision of the Director of Network Technical and Services, the Technology Support Specialist I is responsible for providing technical expertise in supporting personal computers, Macs and other hardware including networking, telecommunications, and interactive video systems (IVS) conferencing equipment. Appointed to work at specific sites and performing as part of the IT Network and Technical Services Team, he or she will provide assistance to end users, including software installations and assistance, diagnosing hardware and software problems. The Technology Support Specialist I will also instruct, support, and advise students, faculty and staff on methods and procedures in the usage of instructional technology (instructional computer labs, document cameras, digital audio/video, podcasts, and smart classrooms), software and other related items used within an academic learning environment.

#### Pre-requisites for Position (Qualifications Standards)

Education and Experience sufficient to meet the rigors of the position, for example, a High School Diploma/GED and four years of PC/Mac and/or network support or related work experience; AA Degree from an accredited institution and two years of PC/Mac and/or network support or related work experience; BA Degree from an accredited institution in computer science or related IT field with one year of PC/Mac and/or network support or related work experience; or an applicable combination of education and work experience.

Desirable: A+ hardware/software certification or degrees in technical or related field

Special Skills or abilities related to position:

- Advanced knowledge of PC and Mac environments, hardware and software
- Advanced knowledge of instructional hardware and software
- Knowledge of computer networking
- Knowledge of server management
- Ability to work effectively as a team member
- Capacity to follow directions and give attention to detail
- Good written and oral communication skills in English
- Good interpersonal skills
- Ability to meet deadlines and goals
- Ability to supervise part-time employees and work-study students

#### Essential Duties

1. Performs ongoing installation, training, technical and support services for all personal computers (PCs), Macs, instructional hardware, instructional software and related peripherals and general support for server equipment, data network equipment, telecommunication equipment, and IVS conferencing equipment under the direction of the Director of Network and Technical Services and/or the IT Network and Technical Services Team.
2. Troubleshoots, identifies and resolves most problems with all PCs and Macs, operating systems, software, and instructional hardware and software in a timely manner.
3. Ensures the operational integrity and performance of all equipment and software used in support of instruction and special events/programs at a site.
4. Documented support will include updates, status, and completion information sent to the Service Desk.
5. Provides instructional support for the various educational technologies at the site which includes, but is not limited to, instructional computer labs, faculty computers, IVS, smart classrooms, various educational software and sound systems used in instructional settings.
6. Maintains a high level of software knowledge to assist college personnel with PC and Mac work including presentations, graphical needs, downloading of server data, email, various Internet functions, and other commonly used applications.
7. Responds to the needs and questions of users concerning their access of resources on the network.
8. Coordinates and optimizes the Campus educational support services and special events/programs.
9. Supports one or more operations on campus; such as, collection development, serials, sound set-ups, basic IVS conferencing, and works with appropriate staff to resolve any IVS service issues.
10. Supports academic services at the College; including but not limited to, keeping Smart Classrooms and Instructional Computer Labs in working order.
11. Performs standard equipment set-ups for instruction; to include, but not limited to, computers, data projectors, document cameras, and multimedia carts.
12. Troubleshoots multimedia delivery systems and provides basic support in an academic setting.
13. Reviews and maintains software license agreements and performs internal audits to see that agreements are adhered to, including instructional software.
14. Acts as a liaison between users and vendors for support of widely-used PC and Mac hardware and software products, including instructional hardware and software.
15. Assists with the operations of desktop and Mac devices and maintaining standards for desktop and Mac hardware and software.
16. Responsible for the creation of individual network user environments, directories and security for site-based College personnel.
17. Provides technical expertise for information systems projects involving integration of desktop and Mac resources with servers and other related computing and networking systems.
18. Assists with basic operational aspects of site-based Windows and Mac servers. Communicates unsolved problems to the IT Network and Technical Services Team for resolution.
19. Recommends, schedules, and applies Windows and Mac software fixes, security patches and other measures required to prevent or respond to security breaches as a coordinated part of the IT Network and Technical Services Team.
20. Works closely with IT Network and Technical Services Team to implement the college-wide network plan.
21. Performs network troubleshooting to isolate and diagnose common network problems with assistance from the IT Network and Technical Services Team.

22. Responsible for the maintenance of site-based computer inventory and tracking annual computer replacements.
23. Responsible for tape backup and recovery to ensure business continuance in the event of hardware failure and data loss.
24. Develops and maintains documentation and provides training to site-based personnel in use of personal computers, Macs and interactive video systems.
25. Manages and creates content for the digital signage system.
26. Works with the marketing department to train and assist local employees with the college's web presence, using a web-content editing system.
27. Manages the student digital media equipment inventory and checkout system in conjunction with the library.
28. Manages the PC/Mac Lab including assisting faculty, staff and students with digital media.
29. Provides lead worker direction to hourly employees, part-time employees, and work-study students as assigned by Director of Network and Technical Services or in response to the Network and Technical Services Team priorities.
30. Performs other duties as assigned by the supervisor.

#### Special Conditions of Employment

Successful completion of a background check will be required. Incumbents in this position will adhere to all safety and compliance policies of Colorado Mountain College while performing all duties assigned.

#### Working Conditions

This position requires constant sitting, occasional walking, standing and driving; occasional handling objects, pushing/pulling; frequent reaching with hands/arms, and use of finger movements; occasional lifting, carrying, pushing or pulling objects up to 25 lbs; ordinary talking, hearing and full vision capabilities; and the ability to read/comprehend. Write, communicate orally, and reason and analyze constantly; and perform calculations occasionally. Work is performed using a computer and standard office equipment daily, and driving a vehicle occasionally. This position may occasionally require flex time to cover evenings and weekends.

#### Supervision of the Position

This position receives general direction from a senior level administrator.

#### HR Reference Information

Position Group and Code: EX 463110\* CMC NE  
10232016; salary updated 01252019  
110.60,883.30

NOTE: This position description is intended to indicate the basic nature of positions allocated to this class and provide examples of typical duties that may be assigned. It does not imply that all positions within the class perform all of the duties listed, nor does it necessarily list all possible duties that may be assigned. Employee may perform other related duties as required to meet the ongoing needs of the organization.

