

JOB DESCRIPTION

Job Title: Workstation Technician
Reports To: Account Management/Operations

Department: Service Operations
Status: Permanent, Full Time
Classification: Non-Exempt, Hourly
Travel: Light

Position Summary:

This position exists to provide front-line support to faculty, staff, and students with regard to technology and the use of computers and technology applications/systems on campus. Provide assistance on Windows and Macintosh computers, printers, scanners, projectors and other equipment. Provide excellent customer service while troubleshooting various technology based problems, including web applications, network resources, and desktop support. Exemplary professional behavior when interacting with students, faculty and staff is a must.

Work Hours Varies with client hours; normally one hour prior to start of school day until one hour after end of school day. Usually involves intensive effort (and, sometimes, overtime) during summer deployments and back to school fall season.

Responsibilities Under direction of Network Technician/Engineer:

1. Provides User support for desktop and LAN-based applications
 - a. Provide backup support for workstation analysis, network administration and network security.
 - b. Assist in defining network, and desktop environment policies, procedures, and standards.
 - c. Supports, monitors, tests, and troubleshoots problems pertaining to network
2. Equipment setup, software installation,
 - a. printer / peripheral configuration,
 - b. connection to network,
 - c. testing
3. Break/fix activities
4. Documentation
5. Other duties as assigned

Qualifications Combination of Education, Certifications, and Experience

Experience Up to two years workstation related experience.

Certifications A+ with High School (or equivalent) diploma. Prefer BS or Associate degree.

To apply for this position, please contact our [Human Resource Department](#).