



GADSDEN STATE COMMUNITY COLLEGE

JOB DESCRIPTION

Valley Street Campus

Created on: 7/9/2025
Revised on: 7/9/2025

Job Title	Salary Schedule	Grade	Job No.
Computer Systems Technician II	E3	3	
Reports To	FLSA Status	Grant Funded	Tenure Track
	Non Exempt	Yes	Yes

JOB SUMMARY: This technician is responsible for setting up and maintaining PCs, loading software, and providing technical support.

QUALIFICATIONS:

- ◆ Two (2) years or equivalent of postsecondary education with a minimum of 18 semester hours in computer science, electronics or related area **required**
- ◆ Ten (10) hours of job related professional development activities in the last 3 years OR appropriate CompTIA A+ certifications OR equivalent help desk related certification **required**
- ◆ Four (4) years of experience in a related position to include technical support, with three (3) years as Computer Systems Technician I **required**
- ◆ Technical certification such as MCSE, MCP, A+ Certification or equivalent *preferred*

DESIRED KNOWLEDGE, SKILLS, AND ABILITIES:

- ◆ Proven competencies in installation and use of a variety of computer software such as Windows and current Microsoft Office Suite
- ◆ Ability to troubleshoot, make computer repairs, and replace component parts as needed
- ◆ Knowledge of set-up and troubleshooting of an IP network
- ◆ Demonstrated experience with e-mail and the Internet
- ◆ Ability to manage multiple priorities and assignments
- ◆ Ability to train individuals to utilize all appropriate software within division labs

DUTIES:

- ◆ Upgrades/Integration and Maintenance of Blackboard Application Server/Database Server
- ◆ Maintenance of Custom Student Import Software.
- ◆ Upgrade and Maintenance of Gadsden State Distance Learning Website.
- ◆ Creates and upgrades Distance Learning Marketing Materials
- ◆ Coordinates tasks with appropriate supervisor.
- ◆ Executes upgrading of software and equipment in academic computer labs.
- ◆ Provides faculty with technical computer support.
- ◆ Remains current with use of emerging technologies, as well as becomes a competent user of

present institutional hardware and software.

- ◆ Is available for occasional evening and weekend computer laboratory assistance.
- ◆ Complies with all policies of the Alabama Community College System and the College.
- ◆ Performs other duties as assigned.

Note: The intent of this description is to provide a representative summary of the essential functions that will be required of positions given this title and should not be construed as a declaration of specific duties and responsibilities of any particular position. Employees will be assigned specific job-related duties through their hiring departments. Specific job-related duties assigned by hiring departments shall be consistent with the representative essential functions listed above and shall not be construed as expanding a particular position's role, scope, FLSA status, or grade.

Physical Demands and Work Environment:

The physical demands and work environment characteristics described below represent those that an employee may encounter and must meet to successfully perform the essential functions of this job. Reasonable accommodation may be made to enable individuals with disabilities to perform these essential functions.

Physical Demands:

- ◆ Mobility: Frequent walking, standing, bending, and reaching required to access and install equipment across various campus locations
- ◆ Manual Dexterity: Regular use of tools and computer equipment for installation, repair, and maintenance of systems and networks
- ◆ Lifting: Ability to lift and carry equipment and materials weighing up to 50 pounds
- ◆ Communication: Clear and effective verbal and written communication skills are essential when providing technical support and training

Work Environment:

- ◆ Setting: The position is based in an educational technology environment, including offices, classrooms, and computer labs
- ◆ Travel: Occasional travel between campuses may be required for equipment support and maintenance
- ◆ Schedule: Standard work hours are expected, with occasional evening or weekend assignments to support computer lab operations or project deadlines
- ◆ Interaction: Regular interaction with faculty, staff, and IT personnel to resolve technical issues and implement technology upgrades

Reviewed by: HR Manager

Employee Name:

Employee Signature

Date