

JOB TITLE	LEVEL	GRADE	JOB. NO.
IT Technician/Communications System Assistant II	E-2	02	741

DEFINITION

This technician is responsible for setting up and maintaining PCs, loading software, and providing technical support. This technician is a lead position in configuring, programming and maintaining the College's Cisco Unified Communications system including installation of data center equipment and network switches as various campuses. The position provides user support for phone system issues.

EXAMPLES OF WORK PERFORMED

(Any one position may not include all of the duties listed, nor do the examples cover all of the duties which may be performed.)

- ◆ Configures and maintains Cisco UCS. Administration of voicemail system.
- ◆ Sets up and maintains communications system devices, fax ATAs, phones at multiple campuses.
- ◆ Sets up and maintains instructional technologies, academic computer laboratories and networks, and faculty PCs on all GSCC campuses.
- ◆ 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.

REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES

- ◆ Knowledge of appropriate software and systems applications.
- ◆ Knowledge of VOIP phone systems and devices.
- ◆ 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.

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QUALIFICATIONS

Education:*	<p>Two (2) years or equivalent of postsecondary education with a minimum of 18 semester hours in computer science, electronics or related area.</p> <p>Appropriate CompTIA A+ Network OR Communications Certification(s).</p>
Experience:*	<p>Seven (7) years of experience in a related position to include technical support, <i>with three (3) years as IT Technician/Communications System Assistant I.</i></p> <p><i>*The College may consider a combination of education, training, and experience that provides the necessary skills and abilities to perform the duties of the position.</i></p>
Personal Qualities:	<p>Friendly personality; enthusiastic, positive attitude; evidence of trustworthiness and ethical conduct; effective human relations skills; strong work ethic.</p>