Job Title: Technical Support Specialist

JOB SUMMARY

The Technical Support Specialist is responsible for supervising the provision of technical support services for faculty and staff.

MAJOR DUTIES

- Directs the processing and response to helpdesk calls from administrators, faculty and staff;
- Serves as lead technician and provides services to technology users;
- Installs Microsoft operating systems and applications software;
- Maintains and repairs computer network, workstations and peripheral equipment including performing troubleshooting functions;
- Determines computer and/or network hardware and software problems;
- Researches and investigates new technology products for PC networking, software and hardware products;
- Communicates accurate information to department staff and outside entities;
- Assists with the installation of fiber and copper cabling to include hone cabling;
- Develops and conducts training programs on hardware, software, and network;
- Serves on appropriate ad hoc committees;
- Schedules technicians as necessary to carry out tasks to accomplish strategic objectives.

COMPETENCIES

- Knowledge of computer and network hardware, operating systems, application software, and network infrastructure
- Knowledge of information security practices and technology
- Knowledge of the acquisition and deployment of computer software applications and technology hardware
- Knowledge of the tools and techniques used in the diagnosis and resolution of computer software and hardware operating problems
- Skill in the provision of customer services
- Skill in the training and supervision of personnel
- Skill in the operation of computers and job related software programs
- Decision making and problem solving skills
- Skill in interpersonal relations and in dealing with the public
- Oral and written communication skills

MINIMUM QUALIFICATIONS

- Associate’s degree *and* Three (3) years of work related experience
Note: Experience may substitute for the degree on a year-for-year basis.

**PREFERRED QUALIFICATIONS**

Preferred qualifications may vary from location to location.