

Roanoke Higher Education Center Position Description

Job Title: **Information Technology Technician**

FLSA Status: Non-Exempt

Department: Academic and Student Services

Reports To: Senior Director of Academic & Student Services

SUMMARY

This position is responsible for supporting the IT Systems Administrator in the maintenance of information technology systems.

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following:

- Troubleshooting and maintenance of network.
- Setup and maintenance of all student computer labs and staff computers, including software installation and updates.
- Maintenance of all printers and other hardware.
- Communicates all major network faults, including VOIP telephone issues to the IT Systems Administrator.
- Configures network servers and workstations when needed to support RHEC staff needs.
- Contributes to staff training needs.
- Supports RHEC intranet.
- Moves equipment from storage closets to the requested location and sets up for events.
- Assists with auditing and asset tracking of all IT hardware
- Contributes to the identification of future IT needs.
- Supports the RHEC wireless network systems.
- Maintains various software programs.
- Maintains a basic knowledge of telephone systems, including VOIP, voicemail, and billing software.
- Maintains general knowledge of TCP/IP network environments, including hardware and software.
- Works as a “team player” with all RHEC staff to meet the expectations of the students, members, and the community.
- Maintains a safe and secure work environment through knowledge and application of building security, safety rules, and procedures.
- Works effectively with all co-workers, students, members, and other customers by showing respect for individual diversity.
- Other duties may be assigned.

SUPERVISORY RESPONSIBILITIES

This job has no supervisory responsibilities.

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JOB KNOWLEDGE, SKILLS AND ABILITIES

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/ or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Familiarity with distance learning technologies, audio/visual equipment and VOIP based telecommunications
- Maintains knowledge of the latest updates from Microsoft operating systems and Microsoft Office Software
- Effective interpersonal skills and the ability to handle multiple tasks simultaneously.
- Must be proficient in hardware and software applications of the Center with the ability to quickly learn new hardware and software.
- Must have good command of the English language, oral and written.
- Ability to work independently and with limited supervision.
- Outstanding customer service skills.
- Some weekend and evening hours may be required.

EDUCATION AND/ OR EXPERIENCE

- Associates degree in Information Technology, Computer Science or a related field.
- At least two years of relevant professional experience including networking.
- Working knowledge of Windows OS, Microsoft Office, and computer hardware and printers.

LANGUAGE SKILLS

Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals. Ability to write routine reports and correspondence. Ability to speak effectively before groups of customers or employees of organization.

PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to reach with hands and arms. The employee occasionally is required to sit: use hands to finger, handle, or feel: and talk or hear. The employee is frequently required to stand, walk, stoop, kneel, crouch, or crawl. The employee must occasionally lift and / or move up to 70 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and ability to adjust focus.

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WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is occasionally exposed to moving mechanical parts. The noise level in the work environment is usually moderate.

Supervisor's Signature

Date:

Approved by Kay Dunkley, Ed. D.

ACKNOWLEDGEMENT

My signature below acknowledges that I have reviewed and discussed with my supervisor the duties and responsibilities outlined in this document. I further acknowledge that these duties and responsibilities will be used as a basis upon which my work performance will be evaluated.

Employee's Signature

Date:

Employee's Name (Please Print)