Job Title: Specialist, Technology
Reports to: Assistant Director – Information Technology Training
FLSA Status: Non-Exempt
Level: 117
Position Class: C9877

Job Summary:
This position is responsible for installing, maintaining, and troubleshooting computer and technology equipment and software at the Center for Innovation and Technology. The principal duties of this position relate to keeping all technology in the computer labs, offices, auditorium, and rotunda operational at all times.

NOTE: Job descriptions and essential functions are subject to change due to advances in technology, utilization of work force, and other factors which may impact the College’s need to modify position requirements.

Essential Duties and Responsibilities:
The following listing of essential job duties indicates the general nature and level of work required in this job. This is not designed to be a comprehensive listing of all the activities, duties, or responsibilities that may be required in this job. Individuals assigned to this job may be asked to perform other duties as required. To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential duties and responsibilities of the job. Applicants may be asked to demonstrate any or all of the following duties:

1. Maintains and troubleshoots hardware, software, and peripherals.
2. Assists in providing training in areas of personal computing and networking services (both hardware and software) to all CIT personnel.
3. Work with vendors and CIT staff to resolve problems and concerns related to microcomputing and networking performance and services.
4. Tracks computer lab to ensure appropriate hardware and software is ready and in place for upcoming classes.
5. Assists with CIT lab and classroom setups, including table/desk/chair configurations.
6. Maintains all training laptops and portable projection equipment, including lamp replacement and coordination of repairs.
7. Stays current with the College’s Computer Services Department as it relates to the CIT and the College network.
8. Researches hardware and software compatibility issues and obtains solutions for all CCD labs.
9. Maintains and enhances professional knowledge and development in all applicable areas of microcomputing and networking through coursework, seminars, and study of industry publications.

10. Provides input for short, mid, and long range planning relating to the development and maintenance of CIT computer and technology procedures and services.

11. Maintains computer course manuals and materials.

12. Moves and carries PCs, monitors, and printers.

Job Qualifications:
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.

- **Education/Experience:**
  Associate's degree or equivalent from two-year college or technical school and six months to one year's related experience and/or training; or equivalent combination of education and experience.

- **Supervisory Experience:**
  This job has no supervisory responsibilities.

- **Language Ability:**
  Ability to read, analyze, and interpret scientific and technical journals. Ability to respond to technical questions and/or complaints from college leadership, customers, regulatory agencies, or members of the college community.

- **Math Ability:**
  Ability to add, subtract, multiply, and divide in whole numbers, common fractions, and decimals. Ability to perform calculations on standard measures of American currency and weight, volume, and distance.

- **Reasoning Ability:**
  Ability to define problems, collect data, establish facts, and draw valid conclusions. Ability to interpret an extensive variety of technical instructions in mathematical or diagram form and deal with several abstract and concrete variables.

- **Computer Skills:**
  To perform this job successfully, an individual should have advanced technical knowledge of word processing, spreadsheet, development, design, Internet and database software. In addition, network services such as NT, Novell, and virus software. Proficiency with current college software essential. Must remain current as hardware and software technology changes.
• **Certificates and Licenses:**
  CompTIA A+ Certification and/or MCSE Certification helpful. Current driver’s license.

**Responsibility for People and Property:**
None.

**Responsibility for Communication:**
- **Internal Contacts:**
  Routine contact with all levels of State College of Florida, Manatee-Sarasota staff. Exchange information regarding microcomputer hardware and software, as well as trouble calls.

- **External Contacts:**
  Frequent contact with hardware and software vendors.

**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.

The noise level in the work environment is usually moderate.

**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 use manual dexterity and reach with hands and arms. The employee is frequently required to stoop, kneel, crouch, or crawl and talk or hear. The employee is occasionally required to stand, walk, and sit. The employee must frequently lift and/or move up to 50 pounds. Specific vision abilities required by this job include close vision, distance vision, color, depth perception and ability to adjust focus.

**General Performance Standards and Expectations:**
In addition to satisfactory performance on all of the essential job duties and responsibilities for this job, all State College of Florida, Manatee-Sarasota employees must fulfill the following basic performance expectations:

1. **Mission and Goals:** Each State College of Florida, Manatee-Sarasota employee is expected to know the College’s mission and goals.

2. **Customer Service:** All State College of Florida, Manatee-Sarasota employees will strive to provide outstanding customer service to everyone they serve including students, the community, and fellow employees.

3. **Grooming and Appearance:** State College of Florida, Manatee-Sarasota employees are expected to maintain a neat and professional image at all times. When issued, College personnel must wear uniforms, and maintain a neat, clean, and well-groomed appearance.
4. Safety Awareness: State College of Florida, Manatee-Sarasota employees are expected to work diligently to maintain safe and healthful working conditions, and to adhere to proper operating practices and procedures designed to prevent injuries. Employees are required to wear personal protective equipment as provided.

5. Attendance Standards: State College of Florida, Manatee-Sarasota employees are expected to attend their work assignments and schedules at all times, in accordance with College Rules and Procedures.

6. Training: State College of Florida, Manatee-Sarasota employees are expected to attend College-provided training sessions and meetings when deemed necessary.

7. Continuous Improvement: State College of Florida, Manatee-Sarasota employees are expected to give attention to continuous assessment and improvement of the position’s assigned set of duties and responsibilities.

**Approvals:**
This job description has been reviewed and approved by the leaders whose signatures appear below.

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