State College of Florida, Manatee-Sarasota
Job Description

Job Title: Technical Support Specialist

Reports to: Manager, Customer Services
FLSA Status: Non-Exempt
Level: 116
Position Class:

Job Summary:
Installs, modifies, maintains and makes repairs to personal computer hardware and software systems and audiovisual (AV) equipment and provides technical assistance and training to system users.

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. Installs or assists service personnel in installation of computer hardware and peripheral components such as monitors, keyboards, printers, scanners, network cards (including wireless) and disk drives. Loads specific software packages such as operating systems, word processing, or spreadsheet programs into the computer.

2. Responds to inquiries and troubleshoots user reports concerning system operations and diagnoses system hardware, software, or user problems. Recommends or performs actions to correct the problem either through remote control software or an office visit.

3. Recommends and/or performs minor and/or major remedial actions to correct problems. These actions may include the repair or replacement of components, entire systems, or the re-installation of software.

4. May provide assistance with entry level network tasks and systems administration such as network server backup rotation, network account maintenance, and activation of data jacks.

5. Develops, setups, and replaces equipment for instructor stations in multi-media classroom.
6. Performs minor repairs, servicing and maintenance of AV equipment. Sets up and operates AV equipment and schedules equipment use.

7. Coordinates setup and provides technical support for Life Size Meeting.

8. Provides updates, status, and completion information to the Manager, Customer Service and/or CIO, problem request tracking system, and/or users.

9. Provides basic instruction in the use of equipment or software to the user.

10. Maintains training laptops and portable projection equipment

11. Inspects personal computer equipment and configures new systems for delivery to faculty, staff, and labs. Provides classroom setups.

12. Uses imaging software for implementation of new systems, reassignments, or lab systems.

13. Assists in the maintenance and upkeep of online hardware inventory system.


15. Works with team members to review and streamline current processes and participates in implementation of changes.

16. Performs other duties as assigned.

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 one to two years related experience and/or training; or equivalent combination of education and experience.

- **Supervisory Experience:**
  None required for position.

- **Language Ability:**
  Ability to read and understand basic instructions, short correspondence, and memos. Ability to write simple correspondence. Ability to effectively present information in one-on-one and small group situations to customers, clients, and other employees of the organization.

- **Math Ability:**
  Ability to add, subtract, multiply, and divide using 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 apply common sense understanding to carry out instructions furnished in written, oral, or diagram/chart form. Ability to deal with problems involving several concrete changes in standardized situations.

• **Computer Skills:**
  Installs or assists service personnel in installation of computer hardware and peripheral components such as monitors, keyboards, printers, scanners, network cards (including wireless) and external storage drives. Loads specific software packages such as operating systems, word processing, or spreadsheet programs into the computer. Basic troubleshooting skills of computer hardware and software, as well as computer image building skills.

• **Certificates and Licenses**
  CompTIA A+ preferred but not required.

**Responsibility for People and Property:**
This position has no responsibility for people and property.

**Responsibility for Communication:**

• **Internal Contacts**
  This position has routine contact with all levels of College faculty, staff and students.

• **External Contacts**
  This position has occasional contact with software and hardware 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 sit, use manual dexterity, reach with hands and arms, and talk or hear. The employee is occasionally required to stand and walk. The employee must frequently lift and/or move up to 10 pounds and occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision, distance vision, color 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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