HARRISBURG AREA COMMUNITY COLLEGE
CLASSIFICATION DESCRIPTION

CLASSIFICATION DESCRIPTION TITLE: IT TECHNICAL SUPPORT SUPERVISOR

CLASSIFICATION SUMMARY: Responsible for project planning and prioritization; project implementation and coordination; and participation in budget development. Incumbent responsibilities may include coordinating projects and services with other departments/divisions; recommending budget items and monitoring expenditures; reporting; and providing advanced technical support in the administration of hardware/software, networks, and telecommunications systems. Incumbents may have formal supervisory responsibility for technical and support staff.

TYPICAL CLASSIFICATION ESSENTIAL DUTIES: (These duties are a representative sample; position assignments may vary.)

1. Coordinates department activities, such as tracking work and change orders, maintaining schedules, relaying communications, researching information, and providing related support.

2. Supervises staff to include: prioritizing and assigning work; conducting performance evaluations; ensuring staff are trained; ensuring that employees follow policies and procedures, and maintains a healthy and safe working environment; and, making hiring, termination, and disciplinary recommendations.

3. Manages and provides desktop, software, and hardware support to campus computer systems and staff.

4. In conjunction with centralized staff, configures and administers local network for optimal performance; resolve complex problems and determine need for servicing and maintenance.

5. Maintains and administers procedural documentation for department regarding training and policies.

6. Assists with tracking budget and department information, such as assessing future technology and infrastructure needs, researching various operating formats, and preparing related reports.

7. May provide training for staff and employees on various hardware and software programs.

8. Performs other duties as assigned.
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**Training and Experience** (positions in this class typically require):
Associate's Degree or two-year technical certificate, and four years progressively responsible PC support, Network Administration, Systems Administration, or related experience, including lead or supervisory experience; or an equivalent combination of education and experience sufficient to successfully perform the essential duties of the job such as those listed above.

**Licensing Requirements** (positions in this class typically require):
Licensing Requirements *(legally required)*:
Some positions may require:
- Cisco Certified Network Administrator (CCNA)
- Certified NetWare Engineer (CNE)
- or other certifications related to area of assignment.

**Knowledge** (position requirements at entry):
Knowledge of:
- Supervisory principles
- Recordkeeping principles
- Network server configuration and operation principles
- Computer hardware configuration and components
- Various software applications
- Customer service principles and practices

**Skills** (position requirements at entry):
Skill in:
- Installing, configuring and using a variety of software and network applications
- Supervising and evaluating employees
- Prioritizing and assigning work
- Exercising judgment and discretion
- Applying customer services principles and practices
- Recognizing problems, identifying alternative solutions, and making appropriate recommendations
- Maintaining and operating various computer networks and applications
- Organizing work and performing multiple tasks
- Working independently
- Maintaining records and preparing reports
- Following oral and written instructions, policies, and procedures
- Communication, interpersonal skills as applied to interaction with coworkers, supervisor, the general public, etc. sufficient to exchange or convey information and to receive work direction
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SUPERVISOR

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<thead>
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<th>Physical Requirements:</th>
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<td>Positions in this class typically require: fingering, talking, hearing, seeing and repetitive motions.</td>
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Sedentary Work: Exerting up to 10 pounds of force occasionally and/or a negligible amount of force frequently or constantly to lift, carry, push, pull or otherwise move objects, including the human body. Sedentary work involves sitting most of the time. Jobs are sedentary if walking and standing are required only occasionally and all other sedentary criteria are met.

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<tr>
<th>NOTE:</th>
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<td>The above job classification is intended to represent only the key areas of responsibilities; specific position assignments will vary depending on the business needs of the department.</td>
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<th>Classification History:</th>
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<tr>
<td>Date created: (08/08/2007)</td>
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<td>Revision (03/05/2009)</td>
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Signature of Employee ___________________________ Date ___________________________

Signature of Supervisor ___________________________ Date ___________________________