**HARRISBURG AREA COMMUNITY COLLEGE**

**CLASSIFICATION DESCRIPTION**

**CLASSIFICATION DESCRIPTION TITLE**: IT TECHNICAL SUPPORT TECHNICIAN

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<th><strong>FLSA STATUS:</strong></th>
<th>Non-Exempt</th>
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**CLASSIFICATION SUMMARY**: Responsible for providing technical support to troubleshoot and resolve routine and non-routine problems related to desktop workstations, user passwords, email, and internet use requiring some research and referencing of available resources. Incumbent responsibilities may include installing and maintaining hardware, software, or network cabling; setting up peripheral equipment; activating networks and phone ports; and recording and maintaining equipment inventory.

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

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<thead>
<tr>
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<th>Illustrative only – not inclusive of every task assigned to a position.</th>
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<tbody>
<tr>
<td>1.</td>
<td>Evaluates, processes, and routes a variety of incoming telephone, voice mail, e-mail, and in-person requests for assistance on hardware, software, networking, and other technology.</td>
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<td>2.</td>
<td>Assists with coordinating department activities, such as tracking work and repair orders, analyzing and troubleshooting hardware and software problems, researching information, and providing related support.</td>
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<td>3.</td>
<td>Provides administrative support, such as maintaining department and computer lab schedules, coordinating technology reservation and trainings, maintaining logs and records, and providing related support.</td>
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<td>4.</td>
<td>Manages, maintains, and provides training for assigned student computer labs.</td>
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<td>5.</td>
<td>Installs and configures software, hardware, and other computer-related technologies and telecommunication devices.</td>
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<td>6.</td>
<td>Performs repairs to computer hardware, software, or network cabling; arranges for repairs through vendors as needed.</td>
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<td>7.</td>
<td>May provide instruction to employees and departments related to computer software or telecommunication usage.</td>
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<td>8.</td>
<td>Performs other duties as assigned.</td>
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CLASSIFICATION DESCRIPTION TITLE: IT TECHNICAL SUPPORT TECHNICIAN

**Training and Experience** (positions in this class typically require):
Associate's Degree or two-year technical certificate, and two years desktop support, PC support, basic networking, or related 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:
- CompTIA A+ Certification; or other certification related to area of assignment.

**Knowledge** (position requirements at entry):
Knowledge of:
- Computer hardware configuration and components;
- Various software applications;
- Network and telecommunication cabling and configurations;
- Assigned department operations and functions;
- Recordkeeping principles;
- Customer service principles and practices.

**Skills** (position requirements at entry):
Skill in:
- Installing, configuring and using a variety of software and network applications;
- Creating and maintaining logs and records;
- Following oral and written instructions, policies, and procedures;
- Replacing and configuring a variety of internal and external hardware components;
- Prioritizing assignments and organizing work tasks;
- 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.

**Physical Requirements**:
Positions in this class typically require: reaching, lifting, fingering, talking, hearing, seeing and repetitive motions.

Light Work: Exerting up to 20 pounds of force occasionally, and/or up to 10 pounds of force frequently, and/or negligible amount of force constantly to move objects. If the use of arm and/or leg controls requires exertion of forces greater than that for Sedentary Work and the worker sits most of the time, the job is rated for Light Work.
NOTE:
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.

Classification History:
Date created: (9/19/2007)