



## GLOUCESTER COUNTY COLLEGE

### POSITION DESCRIPTION

Date: 09/09

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POSITION TITLE: **PC & Technical Support Desk  
Technician (Tier 1 and Tier 2)**

ORGANIZATIONAL UNIT:

EEO:

REPORTS TO:

GRADE:

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#### **GENERAL DESCRIPTION**

Supports and maintains in-house technology equipment and IT assets to include workstations, laptops and computer peripherals while also filling in as Technical Support for end users.

#### **DUTIES: TIER 2**

1. Installing, configuring, diagnosing, repairing, and upgrading all hardware and equipment while ensuring its optimal performance.
2. Troubleshoot laptop and PC components and support replacement of hard drives, CD/DVD drives, NICs and troubleshoot problem areas in a timely and accurate fashion.
3. Provide phone and in-person support and training to users in the areas of e-mail, directories, standard Windows desktop applications, SunGard Banner enterprise information system and custom applications.
4. Document and track work within systems.
5. Keeps management informed of opportunities, problems and issues.
6. Performs other duties as assigned which are not limited by the description contained herein

## **DUTIES: TIER 1**

1. Assist in Technical Support Desk of end users including training and assistance:
2. Provide phone and in-person support to users in the areas of e-mail, directories, standard Windows desktop applications, SunGard Banner enterprise information system and custom applications.
3. Utilize problem-solving skills to troubleshoot, determine the nature of the problem and take corrective actions as necessary.
4. Interact with other technical team members to ensure timely and thorough resolution of end user problems and issues.
5. Document and track work within systems.
6. Keeps management informed of opportunities, problems and issues.
7. Performs other duties as assigned which are not limited by the description contained herein
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## **MINIMUM QUALIFICATIONS**

- A+, MSCE Certification with some college work in Computer Science or related field preferred.
- Minimum of three years of experience in network and workstation management and troubleshooting.
- Knowledge of MS Active Directory, MS Windows XP, MS Vista, MS Office 2003 - 2007, Apple OSX, Track-It!, TCP/IP networking and computer imaging software.
- Excellent communication skills and the ability to work well with many in a diverse higher education environment.
- May require extensive after-hours and weekend/holiday support and being on call during non-scheduled work hours.