



## GLOUCESTER COUNTY COLLEGE

### POSITION DESCRIPTION

Date: 09/09

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

ORGANIZATIONAL UNIT:

EEO:

REPORTS TO:

GRADE:

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#### **GENERAL DESCRIPTION**

Provides telephone and in person support for end users and applications. Tacks and reports trouble types and resolutions and escalate problems within a mechanism that ensures follow-through.

#### **DUTIES:**

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 two years of experience in network and workstation management and troubleshooting.
- Knowledge of MS Windows XP, MS Vista, MS Office 2003 - 2007, TCP/IP networking.
- Excellent communication skills and the ability to work well with many individuals in a diverse higher education environment.
- May require extensive after-hours and weekend/holiday support and being on call during non-scheduled work hours.