| Date | Position # | Position Title  | Reports To: |
| --- | --- | --- | --- |
| 7/1/2023 | FS9587 | Printer and Copier Technician Specialist | FA9714 |

|  | For HR Use Only |
| --- | --- |
| Division | Department | Pay Table/Level/Grade | soc code | employment code |
| Information Technology Services | Technology Support Services | Full-Time Technical Specialist 5 | 15-0000 | 5 - Other Full Time |

# Status: Please select the appropriate boxes that apply.

| **Regular/Continuing:**[x]  | **Bargaining Unit:** ESP | **Non-Bargaining:** [ ]  | **Provisional/Grant Funded:** [ ]  | **Temporary/Limited Duration:** [ ]  |
| --- | --- | --- | --- | --- |

| **Individual Position:** [x]  | **Full-Time (40 hrs/wk):** [x]  | **Part-Time:** [ ] \_\_\_\_ Hrs/Week | **Pooled Position:** [ ]  | Type here **# of Employees if this position is pooled.** |
| --- | --- | --- | --- | --- |

| **JOB SUMMARY:** This section should summarize the overall purpose (“mission”) of this job in 1-4 sentences. Briefly describe the primary reason the job exists at LCC. |
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| Provide quality maintenance and repair of printers, copiers and MFDs (multi-function devices) at all LCC locations.Troubleshoot printing, copying and scanning failures at the machine level. Maximize equipment up-time through timely response and effective and efficient repair with selective customer training to ensure high levels of customer satisfaction. Properly maintain and inventory all printers, copiers, MFDs, parts and support equipment. Take leadership in communicating equipment problems and solutions to the TSS director, CIO, other ITS team members, and outside vendors (when needed). Coordinate with Data Center and Network teams for device configuration (IP address, netmask, etc.). Must be able to problem solve, read, and comprehend technical information and possess outstanding customer service skills. |

| **Direct Reports:** If this is a supervisory position (authority to hire, assign, discipline, approve timesheets), list position #s of those supervised). |
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| Click or tap here to enter text. |

| **Essential Duties and Responsibilities:** Identify and describe the essential duties and responsibilities, i.e., what actions are done and what are the expected results. Most jobs can be described using 5-10 statements. List in priority order, beginning with top priority/must get done, with approximate percent for each (e.g. 20% 1. Reconciles grand fund expenditures to balance monthly budget). “Other duties, as assigned,” are implicit in all position descriptions.  |
| --- |

| **%** | **NO.** | **Essential Duties and Responsibilities** |
| --- | --- | --- |
| 40 | 1 | Install, configure, manage, troubleshoot and repair printers, copiers and MFDs. |
| 10 | 2 | Develop and conduct scheduled preventive maintenance and photocopier adjustment. |
| 10 | 3 | Advise customers on equipment operation and maintenance. |
| 8 | 4 | Manage inventory of printers, copiers and MFDs. Work with TSS director to identify and order new units periodically as needed. |
| 8 | 5 | Work with vendors to report or resolve problems. |
| 8 | 6 | Manage accurate inventory of tools, parts and supplies. |
| 5 | 7 | Keep track of the ink/toner levels in the printers & copiers on a frequent basis to facilitate replacement as necessary. |
| 5 | 8 | Develops knowledge of current innovations and recommends equipment upgrades to meet College future needs. |
| 4 | 9 | Cross-train TSS staff on operations required in printer and copier support. |
| 2 | 10 | Performs other duties as assigned, including backup support for other TSS team members. |
| ongoing | 11 | Promotes and supports ITS goals and initiatives. |

| **Core Competencies:** Record the knowledge, skills and abilities necessary to perform the essential functions of this position. Provide descriptions of core competencies below (e.g. communication, customer service, decision-making, leadership, problem-solving, etc.). An incumbent or applicant must be able to demonstrate and results must be measurable.  |
| --- |
| COMMUNICATION• Organizes and expresses ideas clearly• Communicates assertively• Tailors communication to the level and experience of the audience• Listens actively• Is timely with informationCOLLABORATION• Solicits the input of the appropriate people to improve the quality and timing of decisions• Understands and supports the need for change• Finds common ground and resolves disputes equitably• Builds cooperation between College departments and work groups towards a shared vision• Open to new ideas, perspectives, structures, strategies or positionsTEAMWORK• Champions the team within the organization• Models and encourages others to work as a team• Gives and seeks performance feedback• Fulfills commitments to others• Ability to work effectively with a diverse communityPROJECT MANAGEMENT• Dedicated to continuous improvement• Assigns and utilizes resources (people and financial) effectively• Breaks down projects into manageable component parts• Effectively prioritizes workLEADERSHIP• Ensures that College policies, procedures and practices are followed• Builds effective partnership relationships with vendors• Ability to inspire confidence and trust in college system usersPROBLEM RESOLUTION• Focuses on objectives and results when considering alternative solutions• Uses logical, systematic approaches to solve problems• Actively identifies and resolves the root cause of technical challenges (lessons learned)CUSTOMER SERVICE• Elicits feedback from customers to monitor their satisfaction• Strives to meet or exceed customer expectations• Responsive to customer requirements• Empathize with customer experiencesSTRATEGIC THINKING• Identifies opportunities for innovation• Creates strategies to help the organization serve customers more effectively• Ability to make defendable decisions, both strategic and tactical, with available and often limited data• Supports and implements new methods and processes• Develops a strategic plan based on the College’s vision and missionTECHNICAL/POSITION SPECIFIC EXPERTISE• Demonstrates knowledge, understanding, installation, setup, and technical use and understanding of all MS Windows related technology.• Demonstrates knowledge, understanding, installation, setup, and technical use of many versions of Windows operating systems, software applications and internet/intranet technologies.• Stays current on all relative hardware technologies, stays aware of state of the art technologies, and searches for new technologies on the horizon.• Understanding and expertise in data recovery tools, VMWare, and Microsoft Deployment Toolkit• Understanding and expertise in using the 5Star (TeamDynamix) ticket system. |

| **educational/experience requirements:** Identify the education and/or equivalent combination of education and experience, plus additional specific years of experience, certifications, licenses and/or special training required to perform the essential functions of this job.  |
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| **Required**Associate’s Degree in computer related discipline or an equivalent combination of experience and technical/computer education.Demonstrated experience in computer technical support with progressive increases in responsibilities.**Preferred**Three years’ experience in computer technical support with progressive increases in responsibilities. |

| **Physical and mental requirements:** Complete the physical and mental demands on the attached ADA Checklist that must be met to successfully perform the essential functions of this job. Mobility around the LCC campus is a normal part of the position’s functions. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.  |
| --- |
| Go to the ADA Checklist |

| **work environment:** Complete the work environment characteristic on the attached ADA Checklist that must be met to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.  |
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| Go to the ADA Checklist |

# SIGNATURES

**Supervisor’s Name:** Max Martin **Supervisor’s Signature:** \_\_Max Martin\_\_\_\_\_\_\_\_\_\_\_ **Date:** \_2/28/2023\_\_\_

**Dean/ELT’s Name:** William Garlick **Dean/ELT’s Signature:** \_\_\_\_\_\_ **Date:** \_2/28/2023\_\_

**HR Rep:** Sydney Glasscoe **HR Rep Signature:** \_\_\_\_\_ **Date:** \_2/28/2023\_\_

**ADA COMPLIANCE JOB DESCRIPTION CHECKLIST** (*The immediate supervisor is responsible for completion of this form. Fill in more information as need that apply to the essential job duties for the attached job description.)*

**Position #:** FSxxxx **Date:** **2/22/2023 Supervisor’s Position #:** FA9714

## **Materials Used:**

[x]  Computer keyboard, mouse, screen

[x]  Various software

[x]  Telephone, cell phone, mobile device

[x]  Paper and pencil/pen

[x]  Projector or other audiovisual equipment

[x]  Copier, scanner, fax

[ ]  Carpentry equipment

[ ]  Electrical equipment

[ ]  Plumbing equipment

[ ]  Other: Click or tap here to enter text.

## **Mental Functions:**

[x]  Comparing (compare/contrast data, people, other data)

[ ]  Synthesizing (combine data, concepts, interpretations)

[ ]  Computing (math calculations or carrying out formula operations)

[x]  Compiling (gathering, classifying, evaluating data, people, other data)

[x]  Copying (entering, posting, transcribing data)

[x]  Analyzing (examining, testing data, presenting alternatives)

## **Audio/Visual/Aural Functions:**

[x]  Talking (expressing ideas, thoughts, language, conveying details accurately and clearly)

[x]  Hearing (receive details through oral communication, make fine differences in sound with other sound interference)

[x]  Near acuity (at 20 inches or less when accuracy is essential)

[ ]  Far acuity (more than 20 inches when day and night/dark conditions are essential)

[x]  Depth perception (3 dimensional vision, judge distances, space)

[x]  Color vision (distinguish colors)

[x]  Field of vision (up/down and right/left)

[ ]  Flavors & odors (distinguish similarities, differences, intensities, qualities using tongue & nose)

## **Movement, Strength, Repetition Functions:**

[x]  Climbing

[x]  Kneeling

[x]  Reaching

[ ]  Balancing

[x]  Crouching

[x]  Grasping

[x]  Stooping

[x]  Crawling

[x]  Picking/Typing/Keyboarding

[ ]  Sedentary (exert up to 10 lbs of force to lift, carry, push, pull, move objects; sit most of time)

[ ]  Light (exert up to 20 lbs of force to lift, carry, push, pull, move objects; walk/stand occasionally)

[x]  Medium (exert 21-50 lbs of force, walk/stand frequently)

[ ]  Heavy (exert 51-100 lbs of force, walk/stand routinely)

[ ]  Very Heavy (exert over 100 lbs of force, walk/stand routinely)

## **Environmental Conditions**

[ ]  Weather (rain, snow, wind)

[ ]  Extreme cold (inside, outside)

[ ]  Extreme heat (inside, outside)

[x]  Confined/restricted spaces

[ ]  Hazards (fumes, odors, dust, toxic chemicals, allergens, poor ventilation)

[ ]  Vibrations

[ ]  Extreme noises