| Date | Position # | Position Title  | Reports To: |
| --- | --- | --- | --- |
| 6/21/2024 | PS9974 | PT PC Technician | FA9713 |

|  | For HR Use Only |
| --- | --- |
| Division | Department | Pay Table/Level/Grade | soc code | employment code |
| Information Technology Services | Technology Support Services | Technical 3 | 15-0000 | 6 - Part Time |

# Status: Please select the appropriate boxes that apply.

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

| **Individual Position:** [ ]  | **Full-Time (40 hrs/wk):** [ ]  | **Part-Time:** [ ] \_\_\_\_ Hrs/Week | **Pooled Position:** [x]  | 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. |
| --- |
| Responsible for the support and maintenance of all computer workstations and related computer hardware on all campuses. This includes performing in-house maintenance on college owned computers, printers and other peripherals. The installation, maintenance, and support of all college approved software applications. Provide leadership and on the job training to student technicians |

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

| **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** |
| --- | --- | --- |
| 30 | 1 | Troubleshoot technical issues on-site, by phone, and remotely; assisting with the installation and maintenance of approved software and hardware; logging incidents via Service Desk software; and coordinating with Enterprise Systems to resolve application compatibility issues |
| 25 | 2 | Troubleshoot technical issues on-site, by phone, and remotely; assisting with the installation and maintenance of approved software and hardware; logging incidents via Service Desk software; and coordinating with Enterprise Systems to resolve application compatibility issues |
| 10 | 3 | Ensure preparation of classroom IT hardware and software for semester changeovers. |
| 8 | 4 | Perform primary installation and maintenance of highly specialized computer technology specific to each academic area. i.e., CSA, CAD, Graphic Design, Cisco Academy, HHS Apps, etc |
| 6 | 5 | Prepare end-of-life hardware for distribution. |
| 3 | 6 | Keep up to date documentation on the LCC PCTech 5Star knowledgebase. |
| 3 | 7 | Order and replace defective components from vendors. |
| 3 | 8 | Ensure proper storage and physical security of college owned hardware. |
| 3 | 9 | Write scripts and batch files to aid in common maintenance and/or installation of software. |
| 3 | 10 |  Provide support and assistance for specific training events/seminars. |
| 3 | 11 | Prepare end-of-life hardware for distribution. |
| 3 | 12 | Cleaning and general maintenance of PCTech facilities. |

| **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.  |
| --- |
| TECHNICAL /POSITION SPECIFIC EXPERTISE• Demonstrates advanced knowledge, understanding, and technical use of multiple software applications, various desktop operating systems, internet/intranet technologies, and reporting tools.• Stays current on all relative hardware technologies, stays aware of state of the art technologies, and searches for new technologies on the horizon.PROJECT MANAGEMENT• Dedicated to continuous improvement.• Effectively prioritizes work.LEADERSHIP• Ensures that College policies, procedures and practices are followed.• Maintains confidentiality.• Ability to inspire confidence and trust in college system users.COLLABORATION• Understands and supports the need for change.• Builds cooperation between College departments and work groups towards a shared vision.• Open to new ideas, perspectives, structures, strategies or positions.TEAMWORK• 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 community.PROBLEM RESOLUTION• Uses logical, systematic approaches to solve problems.• Actively identifies and resolves the root cause of technical and business 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 experiences.STRATEGIC THINKING• Identifies opportunities for innovationCOMMUNICATION• Organizes and expresses ideas clearly.• Communicates assertively.• Tailors communication to the level and experience of the audience.• Listens actively.• Is timely with information.BUDGET• Uses resources effectively and efficiently.• Continually seeks and explores opportunities for savings and efficiencies. |

| **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.  |
| --- |
| **Required**• Demonstrated customer service experience • Demonstrated knowledge or relevant course work• Demonstrated work experience installing and troubleshooting computer hardware and software.**Preferred*** Demonstrated customer service experience supporting PC and/or Macintosh computers, Windows operation systems and MS Office
* Some experience with Microsoft Deployment software and Programming (C++, Python, as examples)
* Knowledge of some of the other dozens of software applications used on campus is also desired.
* Associates degree and/or 2 years’ applicable work experience.
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| **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.  |
| --- |
| Go to the ADA Checklist |

# SIGNATURES

**Supervisor’s Name:** Kathleen Robinson **Supervisor’s Signature:** \_\_\_ **Date:** \_\_6/20/2024\_\_\_

**Dean/ELT’s Name:** William Garlick **Dean/ELT’s Signature:** \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ **Date:** \_6/24/2024\_\_

**HR Rep:** Sydney Glasscoe **HR Rep Signature:** \_\_\_\_\_\_\_\_\_ **Date:** \_6/21/2024\_\_\_\_

**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 #:** PS9974 **Date:** **6/18/2024 Supervisor’s Position #:** FA9713

## **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)

[x]  Synthesizing (combine data, concepts, interpretations)

[x]  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)

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

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

[ ]  Color vision (distinguish colors)

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

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

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

[ ]  Climbing

[x]  Kneeling

[x]  Reaching

[x]  Balancing

[x]  Crouching

[x]  Grasping

[ ]  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)

[x]  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**

[x]  Weather (rain, snow, wind)

[ ]  Extreme cold (inside, outside)

[ ]  Extreme heat (inside, outside)

[ ]  Confined/restricted spaces

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

[ ]  Vibrations

[ ]  Extreme noises