

HILLSBOROUGH COMMUNITY COLLEGE

CLASS SPECIFICATION

Class Title: Technical Specialist

BOT Date: Sept 25, 2002

Level: H

FLSA Status: Non-exempt

Class Code: N0809

Adm. Rev: December 5, 2007

GENERAL DESCRIPTION

Provides basic technical assistance to faculty, staff and administrators in the utilization of information and instructional technology equipment and software. Coordinates ordering, installation, and maintenance of equipment and software.

KEY RESPONSIBILITIES

% OF TIME

- | | KEY RESPONSIBILITIES | % OF TIME |
|-----|---|-----------|
| 1.* | Maintains lab hardware and tests and maintains software. Troubleshoots equipment and software problems; repairs equipment as necessary. | 20% |
| 2.* | Assists faculty and staff in learning and using instructional technology hardware and software. | 30% |
| 3.* | Assists in the development, implementation, maintenance, and monitoring of wireless networks and other technology equipment. | 15% |
| 4. | Orders equipment and coordinates delivery and network installation. | 15% |
| 5. | Reviews the work of, and trains and assists, lab employees to include technicians and student assistants. | 15% |
| 6. | Performs administrative duties to include maintaining records and ordering supplies. | 5% |
| 7. | Performs other similar and related duties as assigned. | |

* Indicates an "essential" job function.

<i>Class Title:</i> Technical Specialist	<i>Class Code:</i> N0809	<i>Level:</i> H
KEY JOB REQUIREMENTS		
<i>Education:</i>	Associate's Degree or two-year college equivalent required.	
<i>Experience:</i>	Three to five years of prior related work experience.	
<i>Planning Scope/Level:</i>	Plans events that are expected to occur in the next one to three months, or on a quarterly basis. The scope of planning may impact the department or equivalent.	
<i>Impact on Budgets:</i>	Provides supportive advice, analysis, or related services with impact on expenses or revenues, but with no authority to actually spend the budget. May collect or process revenues/expenses.	
<i>Impact of Decisions:</i>	Moderate responsibility for making recommendations or decisions, which typically affect the assigned department, but may at times affect the operation, services, individuals, or activities of others outside the department.	
<i>Complexity:</i>	Work is complex and varied and requires the selection and application of technical and detailed guidelines. Problems are not easy to identify, but are similar to those seen before. Moderate analytic ability is needed to gather and interpret data where results/answers can be found after analysis of several facts. Solutions can often be found by using methods chosen before in other situations.	
<i>Decision Making:</i>	Supervision is present to establish and review broad objectives relative to a specific project, to outline the desired end product and to identify potential resources for assistance. Independent judgment is required to identify, select, and apply the most appropriate of available guidelines and procedures, interpret precedents, and adopt standard methods or practices to meet variations in facts and/or conditions.	
<i>Problem Solving:</i>	Involves identification and analysis of diverse problems; answers are usually found by reviewing standard technical manuals and administrative procedures, and modifying them for unusual situations. Guidance is usually provided on what sources to review and solutions are reviewed before acceptance.	
<i>Communication:</i>	Requires regular internal and external contacts to carry out programs and to explain non-specialized matters, or to supply or seek information on non-specialized matters.	
<i>Supervisory:</i>	Responsible for orienting and training others, and assigning and reviewing their work. May also be responsible for acting in a "lead" or "senior" capacity over other positions performing essentially the same work, or related technical tasks and reporting to a higher level on a formal basis. Nature of work supervised is primarily technically oriented or complex, includes additional administrative responsibilities, and requires a working knowledge of unit or department activities.	
<i>Job Knowledge:</i>	Requires extensive knowledge of a distinct trade or technical function. Knows policies and procedures, and can recommend a course of action based upon these guidelines, modifying existing methods, procedures, or forms as necessary. May work with software applications and retrieval of data.	
<i>Innovation/Creativity:</i>	Work requires using original and creative thinking to develop new, moderately complex, results. The results generally impact several work groups, a large project or an extended customer base.	
<i>Working Conditions/ Physical Effort:</i>	Work is typically performed sitting at a desk in an office, library, computer or classroom. Physical effort involves intermittent sitting, standing and stooping, with occasional lifting of 25 lbs. or less.	