

HILLSBOROUGH COMMUNITY COLLEGE

CLASS SPECIFICATION

Class Title: Information Technology Technician			Adm Rev. Approved: February 21, 2007
Level: H	FLSA Status: Nonexempt	Class Code: N0814	Approved by: College President

GENERAL DESCRIPTION

Works independently providing technical assistance both on-site and by phone for all data and voice communication functions involving repair and maintenance of all PCs, printers, phones, fax equipment, network and telecommunication infrastructure, voicemail, software, site analysis, consultation on equipment, and software purchases and any other data and voice equipment that OIT may be responsible for.

KEY RESPONSIBILITIES

% OF TIME

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1.*	Works independently providing technical assistance both on-site and by phone for all data and voice communication functions involving repair and maintenance of all PCs, printers, phones, fax equipment, network and telecommunication infrastructure, voicemail, software, site analysis, consultation on equipment, and software purchases and any other data and voice equipment that OIT may be responsible for.	35%
2.*	Uses prescribed Standard Operating Procedures (SOPs) and extensive troubleshooting skills to diagnose, triage, and resolve reported data and voice communication problems on-site or remotely.	35%
3.*	Supervises part-time OIT help desk staff on a rotating watch basis ensuring proper use of the ticket management system maintaining expedient problem generation, resolution, triage, review, update, escalation and close.	10%
4.	Design and write specs for data and voice communication systems for new construction.	5%
5.*	Communicates with supervisor on daily basis regarding closed tickets and maintains communication with supervisor and end user on open issues in the ticket tracking system. Attends meetings relating to data and voice communication planning.	5%
6.	Trains end users on proper use of standard software and explains complex IT issues in a lay manner.	5%
7.	May be assigned to an Emergency Response Team (ERT) to react to possible or known security breaches and disasters that affect the HCC data and voice communication networks.	5%

* Indicates an "essential" job function.

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KEY JOB REQUIREMENTS

Education:	Associates Degree or two year college equivalent required.
Experience:	2 to 3 years.
Planning:	Plans events that are expected to occur within a few days. Scope of planning is college-wide.
Budget:	Incidental / Indirect: Provide supportive advice, analysis, or related services which impact the expense or revenues but with no authority to actually spend the budget.
Impact of Decisions:	Moderate responsibility for making decisions which routinely affect the activities of a department or campus.
Complexity:	Non-standardized, widely varied work; application of a variety of policies, and/or precedents used in combination. Inductive thinking required. Problem solving involves identification and analysis of diverse issues.
Decision Making:	Supervision is present to establish general objectives relative to a specific project, to outline the desired end product and to identify potential resources for assistance. Independent judgment is required to recommend departmental or campus objectives, evaluate new approaches to problem solving, and assess changing facts or conditions.
Problem Solving:	Problems are not easy to identify; judgment required in setting priorities, evaluating results or coordinating with others. Solutions are found by using methods chosen before in similar situations.
Communications with Others:	Regular contacts to carry out programs and to explain non-specialized matters or occasional contacts with officials at higher levels on matters requiring cooperation, explanation and persuasion. Requires extraordinary tact and courtesy in working with stressed customers.
Supervision of Others:	Responsible for making recommendations within a department in areas of compensation, staff selection, disciplinary action, complaints, project team performance appraisals, and similar supervisory duties. Plans, assigns, and evaluates the work of assigned subordinates or project team members.
Job-Related Knowledge:	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 or procedures as necessary.
Innovation/ Creativity:	Original and creative thinking required to develop new, complex results impacting several work groups, a large project, or extended customer base.
Working Conditions/ Physical Effort:	Typically bending, crouching, and stooping. Must be able to lift more than 50lbs.

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