

Colorado Mountain College Position Description

Title: Technology Support Specialist II
FLSA Classification: Non-Exempt
Hiring Salary Range: \$65,171- \$72,412.22 (\$31.33 - \$34.81 per hour)

Primary Responsibility

Under the supervision of the Director of Technical Support Services, the Technology Support Specialist II is responsible for providing technical expertise in supporting personal computers, Apple devices, classroom technology and other technology including networking, telecommunications, and video streaming equipment. Appointed to work at specific sites and performing as part of the IT Technical Support Services Team, this position will provide technical assistance to end users including software installations and support, diagnosing, and solving hardware and software problems. The Technology Support Specialist II will also train, support, and advise students, faculty and staff on methods and procedures in the usage of instructional technology (instructional computer labs, digital audio/video technology, video streaming, and Smart classroom technology), software and other technology used within an academic learning environment.

Pre-requisites for Position (Qualifications Standards)

Education and Experience sufficient to meet the rigors of the position. Examples may include a High School Diploma/GED and five years of PC/Mac and/or network support or related work experience; Associate's Degree from an accredited institution and three years of PC/Mac and/or network support or related work experience; Bachelor's Degree from an accredited institution in computer science or related IT field with one year of PC/Mac and/or network support or related work experience; or equivalent education and experience that will provide the necessary knowledge, skill and abilities to perform the functions of the position.

Desirable: CompTIA A+, HDI Desktop Advanced Support Technician, MD-100 Windows 10, Apple Certified Support Professional, Jamf 100, experience managing the Windows 10 OS, experience managing Windows server file server and printer server roles, experience managing devices in Microsoft AD DS and Azure AD, experience managing devices and applications with SCCM, Intune, and Jamf Pro

Special Skills or abilities related to position:

- Advanced knowledge of PC, macOS and mobile device environments
- Advanced knowledge of instructional hardware and software
- Knowledge of computer networking
- Knowledge of server management
- Ability to work effectively as a team member
- Capacity to follow directions and give attention to detail
- Strong written and oral communication skills in English
- Strong customer service skills
- Good interpersonal skills
- Ability to meet deadlines and goals

- Ability to supervise part-time employees and work-study students

Welcoming. Innovative. Focused on Student Success. These principles reflect the soul of CMC. They guide us in building our teams, cultivating leaders, and expanding our approaches and mindset. They guide us to be an institution of higher education that's the right fit for every faculty member, staff, student, and community member in its trust. Applicants must demonstrate a commitment to working effectively with students, employees, and community members of all backgrounds.

Bilingual (English/Spanish) or conversational language abilities preferred.

Essential Duties

1. Returns employees and students to productivity as quickly and efficiently as possible following a technology incident. While acting as the face of IT support, this position is intended to provide front line service and support while representing the entire IT department.
2. Maintains a high degree of knowledge, skill, and experience with the technology supported by the IT department.
3. Expedites resolutions as quickly and efficiently as possible while providing an accurate solution, minimal frustration, and a strengthened working relationship with each user. Follows an incident management process to ensure normal service operation is restored as quickly as possible following an incident so that the impact on the availability and quality of service is minimized.
4. Actively promotes the image and services of the IT department and supports the technology needs of employees and students. Advocates for the campus and shows a genuine interest in and concern for employees and students.
5. This position reports to the IT department as well as the campus or site they are assigned to support. Regularly attends IT and campus site staff meetings.
6. Maintains integrity in the workplace by taking ownership and being accountable for what happens with technology and the IT support process. This includes taking ownership of incidents and service requests, adhering to a work schedule, knowing responsibilities and fulfilling them, meeting personal commitments, adhering to organizational policies and procedures, and representing the IT department and the college with integrity and positivity.
7. Delivers consistent, quality customer service by providing all users with the same high quality of service and assigning priority levels consistently.
8. Documents support history, troubleshooting efforts, status updates, and resolutions within the college's ticket management system and various other documentation platforms in a timely manner.
9. Performs with a high degree of professionalism in every interaction with employees, students, vendors, and CMC affiliates.
10. Performs ongoing installation, training, technical and support services for all personal computers (PCs), Apple devices, instructional hardware, instructional software and related peripherals and general support for server equipment, data network equipment, telecommunication equipment, and video streaming conferencing equipment under the direction of the Director of Technical Support Services and/or the IT Technical Support Services Team.

11. Troubleshoots, identifies, and resolves technology problems with PCs and Apple devices, operating systems, software applications, and instructional hardware and software in a timely manner.
12. Ensures the operational integrity and performance of all equipment and software used in support of instruction and special events/programs at a site.
13. Provides instructional support for the various educational technologies at the site which includes, but is not limited to, instructional computer labs, faculty computers, video streaming, Smart classrooms, various educational software applications and sound systems used in instructional settings.
14. Maintains a high level of software application knowledge to assist college personnel with PC and Mac work including presentations, graphical needs, downloading of server or cloud data, email, various Internet functions, and other commonly used applications.
15. Responds to the needs and questions of users concerning access of resources on the network.
16. Coordinates technology support for campus related events, functions, meetings, live-streamed events, and graduation ceremonies.
17. Supports the online learning environment and online learning technology to including streaming platforms and audio and video streaming equipment.
18. Supports academic services at the College; including but not limited to, keeping Smart Classrooms and Instructional Computer Labs in working order, coordinating routine maintenance, repairs, and upgrades.
19. Performs standard equipment set-ups for instruction; to include, but not limited to, computers, data projectors, document cameras, printers, and multimedia carts.
20. Troubleshoots multimedia delivery systems and provides basic support in an academic setting.
21. Reviews and maintains software license agreements and performs internal audits to see that agreements are adhered to, including instructional software.
22. Acts as a liaison between users and vendors for support of widely used PC and Mac hardware and software products, including instructional hardware and software.
23. Assists with the operations of desktop and Mac devices and maintaining standards for desktop and Mac hardware and software.
24. Provides technical expertise for information systems projects involving integration of desktop and Mac resources with servers and other related computing and networking systems.
25. Assists with basic operational aspects of site-based Windows and Mac servers. Communicates unresolved problems to the IT Technical Support Services Team and Network Services Team for escalation and resolution.
26. Recommends, schedules, and applies Windows and Mac software fixes, security patches and other measures required to prevent or respond to security breaches as a coordinated part of the IT Network and Technical Services Team.
27. Responsible for the maintenance of site-based computer inventory and tracking annual computer replacements.
28. Responsible for assisting with data recovery to ensure business continuance in the event of hardware failure and data loss.
29. Develops and maintains documentation and provides training to site-based personnel in use of personal computers, Apple devices and instructional technology.
30. Supports digital signage technology and content management.
31. Assist with management of loaner devices including student loaner technology equipment.
32. Manages the PC/Mac Lab including assisting faculty, staff, and students with digital media.

33. Provides lead worker direction to hourly employees, part-time employees, and work-study students as assigned by Director of Technical Support Services or in response to the Network and Technical Support Services Team priorities.
34. Provides IT systems operation training to other technicians and IT personnel.
35. Performs administrative tasks as assigned for device and application management systems.
36. May be assigned Smart classroom or video streaming technology support duties.
37. May serve as a lead technician within the technician team to ensure that IT systems are maintained, operational and performing efficiently or to ensure that site-based IT teams are working together effectively with oversight from the Director of Technical Support Services.
38. Performs other duties as assigned by the supervisor.

Supervision Received

This position reports to the Director of Technical Support Services.

Supervisory Responsibility

This position may supervise part time staff and student workers.

Special Conditions of Employment

Successful completion of a background check including motor vehicles records report will be required. Incumbents in this position will adhere to all safety and compliance policies of Colorado Mountain College while performing all duties assigned. Travel, evenings and weekends may be required at times.

Working Conditions

This position requires constant sitting, occasional walking, standing and driving; occasional handling objects, pushing/pulling; frequent reaching with hands/arms, and use of finger movements; occasional lifting, carrying, pushing or pulling objects up to 25 lbs; ordinary talking, hearing and full vision capabilities; and the ability to read/comprehend. Write, communicate orally, and reason and analyze constantly; and perform calculations occasionally. Work is performed using a computer and standard office equipment daily and driving a vehicle occasionally. This position may occasionally require flex time to cover evenings and weekends.

Position Group and Code: EX 463110/.110* CMC NE
range updated 09.16.2021; 2022 COLA added 7.5.22
110.79653.44

NOTE: This position description is intended to indicate the basic nature of positions allocated to this class and provide examples of typical duties that may be assigned. It does not imply that all positions within the class perform all of the duties listed, nor does it necessarily list all possible duties that may be assigned. Employee may perform other related duties as required to meet the ongoing needs of the organization.