Position Title: PC Support, Computer Lab and Media Services Coordinator
Department: Information Technology Services
Reports To: Network Administrator
FLSA Designation: Non-Exempt
Bargaining Unit Position: Yes
Date Written/Revised: September 2015

POSITION SUMMARY

This position is a key IT position that provides end user pc support, manages media service operations, maintains software and hardware in the computer labs, and serves as the back up to the Help Desk Analyst.

ESSENTIAL FUNCTIONS

- Maintains standard desktop configuration on campus PCs, updating and troubleshooting as needed.
- Perform maintenance on computers and peripherals in the computer labs.
- Maintain calendar/schedule of computer lab usage.
- Prepare, use and train end users on effective use of audiovisual teaching aids and multimedia hardware and software.
- Provide technical assistance required within the media area, such as copying audio and video tapes, taping lectures, and similar activities.
- Maintains and repairs audiovisual equipment, or recommend sources for repairs.
- Organize and maintain the media collection.
SECONDARY FUNCTIONS

- Backup to Help Desk Analyst, as needed, with duties to include, but not limited to, the following:
  - Move/Install/Change personal computer and telephone, hardware, software, and peripheral equipment.
  - Answers, evaluates, and prioritizes incoming telephone, voice mail, and e-mail requests from end users experiencing problems with hardware, software, networking, and other computer-related technologies.
  - Research and resolve user problems, in addition to referring more complex problems to external technical support staff.

ORGANIZATIONAL RESPONSIBILITY

No direct reports.

SPECIFIC JOB KNOWLEDGE, SKILLS AND ABILITIES

- Self starter with ability to work independently or in a group/team effort; good people relationship skills.
- Demonstrated ability to meet deadlines, i.e., goal and task oriented; must be able to follow-through on tasks and / or goals.
- Excellent customer service, communication, problem solving, and analytical skills.
- Thorough knowledge of desktop hardware/software, including ability to customize configurations and contribute to standards setting.
- Candidate must be able to quickly diagnose problems and determine a plan of action for its resolution, which will minimize user down time and maximize service quality.
- Candidate must also be able to be proactive in analyzing systems to find problems, bring a plan of action to the attention of the manager, and resolve them before users realize any degradation in service.
• Maintaining, operating and troubleshooting audiovisual equipments and multimedia authoring tools.

QUALIFICATIONS

Education: High School Diploma or equivalent required; Bachelor’s degree preferred.

Experience:

• Experience with Microsoft Office.
• Knowledge of use of audiovisual equipment.
• Ability to use computers effectively for instructional support purposes.
• Must have 2-4 years experience with desktop hardware/software.
• Prefer experience in an university setting.

Licenses or Certificates: MSCE and A+ certification a plus, but not required.

Additional Requirement: A background and/or credit check will be required of the successful applicant. An official transcript (if applicable) and names, addresses and phone numbers of three (3) references will be required of the successful applicant.

PHYSICAL DEMANDS
While performing the duties of this job, the employee is frequently required to stand; walk; sit; use hands to handle or feel; reach with hands and arms; talk and hear. The employee may regularly lift and/or move up to 10 pounds and occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision, color vision, peripheral vision, depth perception, and ability to adjust focus.

WORK ENVIRONMENT
Normal office conditions. The noise level in the work environment is usually moderate.

This job description is not an exclusive or exhaustive list of all job functions that an employee in this position may be asked to perform from time to time.