



Connecticut State Community College  
Job Description  
Academic IT Technician II

**Salary Level:**  
CCP 16 (Subject to Willis)

**Date Approved/Revised:**  
5/10/22

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**POSITION PURPOSE:**

Under the supervision of the Regional Academic Technology Manager, the Academic IT Technician II serves as the tier 2 level of support for hardware and software troubleshooting for faculty, staff, and students; resolves mid-level and delegated problems and, as necessary, escalates more complex problems to appropriate supervisors and/or senior-level support staff. Interprets problems and provides technical support for hardware, software, and systems; follows established protocols to provide technology solutions in support of students, faculty, and staff. Shares resources and training materials to assist users; identifies recurring difficulties/problems and reports on trends; updates documentation as needed. Stays up-to-date and maintains knowledge of all services offered and/or supported by Connecticut State College. Documents and tracks calls received and follows up with clients until a satisfactory resolution is reached.

**SUPERVISORY AND OTHER RELATIONSHIPS:**

The Academic IT Technician II typically works under the supervision of the CT State College Regional Academic Technology Manager (RATM).

The position may lead student workers in performing routine tasks in computer and peripheral equipment set-up and operation.

The position is required to have cooperative relationships with students, staff and faculty and is expected to represent the campus and CT State College Information Technology department in a positive manner.

**MAJOR ACCOUNTABILITES:**

The Academic IT Technician II is accountable for providing technically sound assistance in installation, maintenance and repair of computer, AV equipment, and installation and updating of software, as assigned, through effective performance in these essential functional areas:

- Functioning of the College's computer systems.
- Installation and configuration of computers, software and peripherals.
- Installation and configuration of audio visual and computerized media systems.
- Timely response and documented resolution to Help Desk service tickets.
- Documentation of unique and innovative solutions to the central knowledge base.
- Advise and provide assistance in computer and peripheral equipment selection and operation.

**EXAMPLES OF DUTIES:**

The following examples of duties illustrate the general range of tasks assigned to the position, but are not intended to define the limits of required duties. Other essential duties may be assigned consistent with the general scope of the position.

The Academic IT Technician II is accountable for contributing to the proper functioning of the College's computer systems by performing a range of skilled technical work to support their operation. This accountability includes such essential tasks as:

1. Installing, configuring, adapting and testing hardware and software in assigned areas.
2. Hands-on software and hardware troubleshooting.

3. Production of written technical documentation in a user-friendly format.
4. Utilization of an enterprise level ticketing system, such as Service Now, to log, monitor, document, and resolve technical incidents. Contribute to the knowledgebase when necessary.
5. Utilization of remote user support tools, such as Beyond Trust (Bomgar) or similar tools.
6. Assists Enterprise Technical staff in the investigation and resolution of Information Technology security incidents as needed.
7. Ensure that equipment and cabling permanently installed in classrooms, meeting rooms, auditoriums, lecture halls, ballrooms, multimedia classrooms, and multimedia centers distributed across the campus has been properly installed and is in proper operating condition, (including equipment setup, installation and testing, routine and emergency maintenance).
8. Provide IT and AV support at college events as needed.
9. Responsible for all College IT Inventory functions, including the age, condition and location of IT assets, the coordination the distribution, recovery and retirement of IT assets across the College, tracking assets during transit, assigning tags and labels for all IT assets, making note of damaged, lost and stolen goods.
10. Participate in the Classroom Technology equipment selection process as requested.
11. Building, maintaining and deploying desktop and laptop images as required.
12. Installs, configures, operates and maintains a variety of audio-visual equipment.
13. Assists with special departmental audio-visual projects in the production and presentation of instructional and non-instructional materials including voice-over narrations, and short technology training videos.
14. Monitoring and evaluating classroom system performance, including on-line, networked audio-visual systems, and making or recommending needed interventions to maintain performance.
15. Ordering and maintaining an appropriate supply of computer equipment parts and materials.
16. Performing basic maintenance and troubleshooting on virtualized endpoints.
17. Performing basic network connectivity tests, both wired and wireless.
18. Escalating calls to the proper resource or support group when necessary.
19. Develops knowledgebase articles and frontline documentation to support students and faculty in the use of the college's instructional technologies as well as successfully navigating the online learning environment.
20. Keeps current with common and emerging educational technologies. Perform routine testing and evaluation of audio-visual/computing equipment and related software. Troubleshoot and interface with vendors, as assigned.
21. Maintain and replace equipment in classroom and event spaces, including but not limited to projectors, computers, and other audio-visual equipment.

### **PROFESSIONAL PARTICIPATION AND DEVELOPMENT**

In addition to the accountabilities listed above, the incumbent is required to carry out the essential duties of:

- Attendance and participation at convocation, commencement and honors ceremonies;
- Service on assigned committees and task forces;
- Attendance and participation at, committee, staff, informational and professional meetings.

May involve participation at evening or weekend events.

The incumbent is required to maintain currency in the position's required fields of professional expertise and competencies.

The incumbent is required to maintain complete confidentiality of student (Personal data) records and other materials or information of a confidential nature.

### **QUALIFICATIONS:**

Incumbents must possess proven ability to effectively work with a culturally, linguistically, and ethnically diverse faculty, staff, and student. They are expected to have excellent oral and written communication skills along with strong Information technology literacy skills such as Microsoft Office (Word, Excel, Outlook, Teams etc.) Incumbents are required to have demonstrated advanced knowledge and abilities in the following:

- Computer hardware, software, related peripheral equipment, AV and media equipment, software applications and equipment assembly and installation.

- Experience working with one or more of the following technologies: Directory Services, Email/Messaging, Identity Management, Remote Access, and Web Services.
- Possesses working knowledge of network technologies such as DNS, DHCP and networking protocols such as TCP/IP, 802.1x, WiFi 4, 5, 6, etc.
- Possesses a comprehensive understanding of currently supported Windows, Mac OS, Linux and mobile operating systems- iOS and Android.
- Working knowledge of client virtualization with VMware, Hyper-V, or other virtualization platforms.
- Experience in a higher education Help Desk setting.
- Experience in a K-12 or college educational environment
- CompTIA A+, Microsoft, Apple, or other industry standard technical certifications are strongly desired.
- Installing, operating, adapting, diagnosing and repairing malfunctions in computer equipment and software, including complex software systems.
- Expertise/familiarity with web conferencing tools
- Interacting favorably with faculty, administrators, staff and students.
- Excellent customer service skills, including effective written and verbal communication, technical follow-through, personal organization, and task prioritization.
- Ability to apply media communications theory, including video, audio, and projection standards, practices, protocols, and procedures.
- Strong working knowledge of installing and operating audio, video, projection, and data projection equipment in both permanent and temporary installations and also interfacing with computer systems.
- Ability to calmly and confidently provide instruction and training to a wide variety of clients.
- Knowledge of wireless internet and network connectivity needed.
- Experience using enterprise configuration management/package deployment tools (such as Microsoft OSD/SCCM, InTune, JAMF and/or ASM).
- Technically fluent in Microsoft Office products- 2016-2019 and O365 and Adobe products.
- Technically fluent in desktop operating systems- macOS, Windows, Linux, and mobile device platforms (iOS/Android).

These skills and abilities typically are acquired through a combination of education, training or experience which would include a Bachelors' degree, preferably in a computer technology area, and one to four years of experience in computer system and software installation, repair, maintenance and operation; or a combination of education, training, and experience which would lead to the competencies required for successful performance of the position's essential duties. Relevant professional certifications are desired and preferred.

### **WORK ENVIRONMENT**

Incumbents perform work in offices, at work benches, computer rooms and computer labs. The work involves installation, movement, repair and adaptation of such equipment as computers and printers which require incumbents to exert substantial physical effort. Work may be performed at more than one physical site. Work may require occasional evening or weekend duty. Reasonable accommodation will be made for candidates with physical limitations.