



Connecticut State Community College
Job Description
Academic IT Technician III

Salary Level:
CCP 18 (Subject to Willis)

Date Approved/Revised:
5/10/22

POSITION PURPOSE:

Reporting to the Regional Academic Technology Manager, the Academic IT Technician III will provide tier 3 endpoint support to Connecticut State College. Incumbent should have advanced expertise in desktop and mobile operating systems and audio-visual and classroom technologies. The incumbent will troubleshoot, manage, and resolve tier 3 support issues, with a strong focus on customer service and satisfaction. Incumbent will work with others in the IT organization, including other academic and enterprise technical staff, to support departments such as Enrollment Management Services, Guided Pathways, and other Shared Services, such as Finance and Human Resources.

The incumbent will be a key contributor to the technical support teams, with a focus on staying up-to-date on technology and necessary certifications. An Academic IT Technician III will be a subject matter expert (SME) in one or more academic or classroom technology areas used within Connecticut State Community College such as, collaboration with the Instructional Design and Educational Technology Campus Lead Coordinators to provide basic faculty training or instructional materials for use in the LMS system (Blackboard Learn) or working with vendors on high level classroom design.

SUPERVISORY AND OTHER RELATIONSHIPS:

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

The position may lead student workers and Educational Assistants 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 III 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.
- Advice and assistance in computer and peripheral equipment selection and operation.
- Knowledge of the college's LMS in order to support faculty and student access and functional use of the components of Blackboard, Webex, MS Teams or other collaborative education package used in classroom instruction.

EXAMPLES OF DUTIES:

The following examples of duties and accountabilities 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 III 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:

- Installing, configuring, adapting and testing hardware and software in assigned areas.
- Hands-on software and hardware troubleshooting.
- Production of written technical documentation in a user-friendly format.
- Utilization of an enterprise level ticketing system, such as ServiceNow, to log, monitor, document, and resolve technical incidents. Contribute to the knowledgebase when necessary.
- Utilization of remote user support tools, such as Beyond Trust (Bomgar) or similar tools.
- Assists Enterprise Technical staff in the investigation and resolution of Information Technology security incidents as needed.
- 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).
- Provide IT and AV support at college events as needed.
- 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.
- Participate in the Classroom Technology equipment selection process as requested.
- Building, maintaining and deploying desktop and laptop images as required.
- Installs, configures, operates and maintains a variety of audio-visual equipment.
- 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.
- Provides training related to College standard software and platforms, including but not limited to Blackboard, Office 365, and other learning and business technologies or direct the user to an appropriate training resource if needed.
- Monitoring and evaluating classroom system performance, including on-line, networked audio-visual systems, and making or recommending needed interventions to maintain performance.
- Ordering and maintaining an appropriate supply of computer equipment parts and materials.
- Performing basic maintenance and troubleshooting on virtualized endpoints.
- Performing basic network connectivity tests, both wired and wireless.
- Escalating calls to the proper resource or support group when necessary.
- Provide faculty with support on our Learning Management System (Blackboard LMS).
- Develops trainings, tutorials, user guides and other instructional resources to support faculty, and students in the use of the college's instructional technologies as well as successfully navigating the online learning environment.
- Assists Ed Tech staff in their work with faculty to plan, design, develop, deploy and support online, hybrid courses, HyFlex, and remote/video conference courses.
- Assists in the development of online resources for faculty to help them teach optimally with instructional technologies. Resources may include newsletter articles, asynchronous workshop videos, video resources, checklists, and tips.
- Keeps current with common and emerging educational technologies. Makes recommendations for effective integrations of these technologies within best teaching and learning practices.
- Perform routine testing and evaluation of audiovisual/computing equipment and related software. Troubleshoot and interface with vendors, as assigned.
- Maintain and replace equipment in classroom and event spaces, including but not limited to projectors, computers, and other audiovisual equipment.

PROFESSIONAL PARTICIPATION AND DEVELOPMENT

In addition to the accountabilities listed above, the Academic IT Technician III is required to carry out the essential duties of:

- Attendance and participation at convocation and commencement 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.
- Knowledge of internet tools to transmit instruction including information technology literacy skills, lecture capture.
- Expertise/familiarity with web conferencing tools (Collaborate, WebEx, MS Teams).
- 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 desktop operating systems- macOS, Windows, Linux, and mobile device platforms (iOS/Android).
- Technically fluent in Microsoft Office products- 2016- 2019 and O365 and Adobe products.

These skills and abilities typically are acquired through a combination of education, training or experience which would include a Bachelor's degree, preferably in a computer technology area, and five to seven 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.