Job Description: Computer Services Technician

The Computer Services Technician shall be appointed by the Board of Trustees upon recommendation of the President. The salary and term of employment shall be fixed by the Board of Trustees upon the recommendation of the President. This position reports to the Director of Technical Systems Support or as designated by the President.

Qualifications:
An Associate’s degree is preferred or a minimum of 2 years work experience in computer technology field. Qualified candidates must be detail oriented, have technical as well as communication skills and have a valid driver’s license.

Description:
The Computer Services Technician is responsible for installation, repair, maintenance, and servicing of digital technology including items such as desktop computers, laptop computers, printers, network devices, network wiring, video projectors, etc. and personal computer software installation. Technicians work individually and in concert with other technicians under the Director of Technical Systems Support. This is a full-time, 12-month, salaried, FLSA non-exempt position covered by the Public Education Employee Retirement System of Missouri (PEERS).

The Computer Services Technician shall perform the following essential tasks:

Analytical Skills:
1. Troubleshooting computer, network and technical issues;
2. Inventory entry for newly installed equipment;

Communication Skills:
3. Familiarity with MACC policies and procedures;
4. Offering technical support on-site in person, or by phone, or email;
5. Providing technical assistance to individuals/groups as assigned;

IT Skills:
6. Provide college-wide PC hardware support and maintenance;
7. Provide software installation assistance;
8. Maintaining or repairing printers and scanners;
9. Building and deploying computer images
10. Install and maintain technology rooms including smart classrooms, video conferencing and other innovative technologies;

Dexterity:
11. Able to climb ladders and work in confined spaces;
12. Able to move and install equipment weighing more than 50 pounds;

Related tasks/responsibilities/requirements:
13. On occasion may need to assist on temporary projects at other MACC locations
14. Possess current operator’s license to allow driving MACC vehicles
15. Perform other duties as assigned.