



JOB TITLE: IT Technician

REPORTS TO: Director of Information Technology

CLASSIFICATION: Technician I (Shared: Connors State College/Warner Public Schools)

STATUS: Full-time, non-exempt

LENGTH OF EMPLOYMENT: 12 months

JOB OVERVIEW: Under the general direction of the CSC Director of IT, the IT Technician is responsible for technology needs at both Connors State College and Warner Public Schools and for assisting students, faculty, & staff at both CSC and WPS.

DUTIES AND RESPONSIBILITIES:

- o Assist in the installation, troubleshooting, configuration, repair, inventory, and transportation of all computers, printers, network switches, wireless access points, and other hardware.
- o Assist Students & Faculty with Tier I Support of Learning Management System (Canvas).
- o Assist in support of distance education classrooms and Zoom Room equipment.
- o Provide second-level technical support to end-users via the IT Helpdesk by assisting with e-mail management, password resets, login information distribution, and other general Helpdesk duties.
- o Provide proactive support by regularly reviewing CSC's online ticketing system and anticipating potential problems.
- o Travel as needed between CSC and Warner Public Schools campuses.
- o Budget time accordingly between CSC and WPS.

The omission of specific statements of duties does not exclude them from the position if the work is similar, related, or a logical assignment to the position.

KNOWLEDGE, SKILLS, AND ABILITIES:

- o Self-motivated with the ability to work under minimal supervision.
- o Ability to troubleshoot computer problems.
- o Ability to diagnose connectivity problems on the network.
- o General knowledge of Microsoft, Adobe, and other current mainstream software and hardware products along with a working knowledge of Internet and other browser-related technologies.
- o Demonstrated willingness and ability to act ethically and socially responsible.

EDUCATION/EXPERIENCE REQUIRED:

- o High school diploma or equivalent required; Associates or higher degree a plus.
- o CompTIA A+ and/or Network+ certifications or equivalent a plus, but not required.
- o Past work in an IT-related field is a plus.

SPECIAL REQUIREMENTS:

- o Must be able to lift 50 pounds.
- o Must be able to work at all campuses (Warner and Muskogee).
- o Must be able to work in both office and outdoor work environment.

Connors State College is an Affirmative Action/Equal Opportunity/E-Verify Employer.

SIGNED: **DATE:** _____