POSITION TITLE: Technical Support Specialist  
DEPARTMENT: Information Technology  
REPORTS TO: Director of Operations  
CLASSIFICATION: Non Exempt  
REVISED: 8/25/15

PRIMARY FUNCTION:
The Technical Support Specialist provides support of end user services and help-desk unit within the Information Technology Department. This position establishes and is responsible for providing technical support within the Information Technology department as well as for end user support and services.

ACCOUNTABILITY:
This position is required to work full time and be accountable for being at work between the hours of 8:00 am and 4:30 pm or other approved working schedule. This person must be accessible in the Information Technology Department for staff, students and the general public during the times established as directed by the Director of Operations. This person will maintain records, schedules and files as appropriate to the needs of the department and as directed by the Director of Operations.

ESSENTIAL RESPONSIBILITIES: Essential and other important responsibilities and duties may include, but are not limited to, the following:

1. Provide technical assistance on hardware and software support for individuals and labs.
2. Provide assistance in all IT projects and troubleshooting of PC and Network problems.
3. Configure new computers and printers.
4. Research and order equipment; assist IT team to keep inventory databases current.
5. Monitor assigned workloads to ensure timely and accurate completion of help requests and projects.
6. Assist in response to requests by telephone, email or Helpdesk work requests.
8. Resolves or assists in the resolution of problems and/or complaints and initiates corrective action as appropriate.
9. Perform preventive maintenance on all IT equipment as assigned by the Director of IT and in assistance to our Desktop and Network Support person.
10. Assist IT Team with processing requisitions, tracking purchases and keeping accurate records of purchases including funding sources.
11. Must be willing to cross train in all IT areas for additional coverage and general knowledge of IT duties.
12. Serves on various college committees and participates in professional organizations as appropriate to assignment.
13. Performs other related duties as required or assigned by the IT Director and/or our Desktop and Network Support person.
14. Assist other departments as needed including security assistance.

EXPERIENCE/ REQUIREMENTS:
- A strong commitment to the mission and vision of the College, including support for LLTC’s emphasis on Anishinaabe values, lifelong learning, and community service.
- Experience providing support for Microsoft Windows operating system and a wide variety of desktop software applications from multiple vendors.
- Excellent written communication skills to include technical writing or technical documentation experience, great customer service skills.
- Working knowledge of web technologies and applications.
- Flexible to support the work schedule as needed.
- Must be a self-starter and willing to take initiative on IT projects assigned.

SKILLS/ABILITIES:
- Detail oriented—excellent organizer;
- Excellent written communication skills to include technical writing or technical documentation experience;
- Flexible to support the work schedule as needed;
- Effective written and verbal communicator;
- Ability to provide individual contributions to team staffed in a heavy traffic office;
- Ability to meet timelines and achieve goals and objectives;
- Ability to contribute independent thought while working in collaborative team and ability to work under pressure;
- Ability to produce quick fixes, as well as formulate long-term solutions to problems;
- Ability to work effectively as a team member of LLTC;
- Ability to work effectively with culturally diverse populations;
- Ability to provide outstanding quality customer service and support to the LLTC and all stakeholders.

EDUCATION:

AA Degree preferred or equivalent education/experience and knowledge of Information Technology concepts, and applications.

Equivalent education/experience will substitute for all minimum qualifications except when there are legal requirements.

LICENSES AND OTHER REQUIREMENTS:
Valid Minnesota driver's license and current auto insurance.

Employee Signature: ____________________________ Date: ____________________________