

## **DESKTOP SUPPORT TECHNICIAN (CHANUTE)**

Reports to: Dean of Operations/CIO  
Classification: Full-time, 12-month Employee  
Pay Status: Hourly, Non-exempt, Level V  
Fringe Benefits per Board Policy  
Minimum Starting Wage: \$17.85 per hour  
Revised: November 2023

This position provides responsible and complex technical support which requires some use of judgment and initiative and reports to the Dean of Operations/CIO under their general supervision. Major duties consist of: assisting with help desk activities, hardware and software troubleshooting, and software installation.

### **Essential Functions**

1. Provide premiere quality service to all constituencies of the College.
2. Engage in continuous quality improvement and professional development.
3. Coordinate HELP Desk activities and assists with problem resolution in conjunction with the Technology Services staff.
4. Perform new PC workstation setup and installation and provide support of workstation hardware/software including hardware upgrades, software installation, etc.
5. Perform non-network installed computer lab software installation and security.
6. Maintain user documentation, procedures, and new user orientation and materials.
7. Assist with the coordination of telephone system installation, access, and security.
8. Maintain current and new inventory control of hardware on Chanute campus.
9. Assist Dean of Operations/CIO in conducting annual software audit on computer workstations, network equipment and associated peripherals.
10. Coordinate installation of Internet connections for resident students.
11. Perform other duties as assigned by the Dean of Operations/CIO.

### **Required Knowledge, Skills and Abilities**

1. Excellent interpersonal skills, above average communication skills, ability to work effectively with all levels of employees. Ability to project a positive and professional image to students and employees.
2. Ability to appropriately exercise independent initiative and judgment.
3. Ability to learn and implement complex technical procedures.
4. Ability to maintain the confidentiality of Technology Services operations, passwords, etc..
5. Good working knowledge of personal computer operations.
6. Some knowledge of local area networks would be helpful.

### **Education and Experience**

- A minimum of an Associate degree or two-year certificate in Information Systems, Business Computer Technology, or other related field of study; OR

- A minimum of a one-year certificate in Information Systems, Business Computer Technology, or other related field of study; AND technical experience which involved responsible and complex technical duties requiring initiative and judgment; OR
- One (1) year of technical experience which involved responsible and complex technical duties requiring initiative and judgment, and the equivalent of graduation from high school; OR
- Any equivalent combination of training and experience.
- Previous personal computer experience is preferred.

### **Working Conditions**

1. Normal office working environment.
2. Ability to sit in an office chair for long periods while operating a personal computer is required.
3. Ability to stand, bend at the waist and stoop or squat while working on computers on a regular daily basis is required.
4. Ability to reach and work overhead on an occasional basis is required.
5. Occasional lifting of up to 50 pounds from the floor to waist height is required.
6. Some travel during normal working hours will be required.
7. Occasional overtime will be required.

### **Application**

Please submit a letter of application, resume with names and phone numbers of five references, unofficial transcripts, and NCCC employment application to: Human Resources Director, Desktop Support Technician- Chanute, Neosho County Community College, 800 West 14th Street, Chanute, KS 66720 or Email to [hr@neosho.edu](mailto:hr@neosho.edu). Employment application available at <http://www.neosho.edu/careers>.

### **Background and Motor Vehicle/Driving Record Checks**

“All employees are subject to the Neosho County Community College Background and Motor Vehicle/Driving Record Checks policy maintained by Human Resources at all times during the course of their employment.”

NCCC is an EOE/AA employer

### **Non-Discrimination**

The current non-discrimination policy can be found at:

<http://www.neosho.edu/Portals/0/Policies/Employee/Personnel/Non-discrimination.pdf>