Galveston College

JOB DESCRIPTION

JOB TITLE:	FLSA:
Desktop Support Technician	Non-Exempt
Department:	**Date Reviewed**:
Information Technology	10/20/2017
Security Sensitive:	**Grade:**
Yes	B-21
Reports To:	
Director of Information Technology	

Job Summary

Under the supervision of the Director of Information Technology, the Desktop Support Technician troubleshoots and repairs hardware and software problems for faculty, staff and instructional labs as well as setup, staging and maintaining PC hardware.

Essential Functions

- Supports requests for desktop computer hardware and software adds, moves, changes and installs;
- Responsible for all Imaging of computers using Lan Desk;
- Responsible for all VDI front-end images and deployments;
- Serves as a back-up for the back-end server architecture and support;
- Provides troubleshooting assistance to Service Desk in resolving computer problems and/or issues;
- Assists the Service Desk with the organization and upkeep of software, media and corresponding licenses;
- Resolves problems with desktop hardware and standard software applications. This includes computers, monitors and various I/O devices like printers, scanners, etc.;
- Helps maintain documentation on desktop systems and computer infrastructure;
- Installs software into classroom and lab environments;
- Stages newly purchased PCs and printers, including initial setup and checkout, installation of system and application software, roll out to desk tops, and basic instruction of users as needed;
- Performs preventive and/or scheduled maintenance to classroom and instructional computers to alleviate the effects of Spyware/adware (pop ups) and computer virus threats;
- Refreshes and/or repairs the software in each computer lab before the beginning of each semester, and verify all required computer lab software is present and tested;
- Maintains confidentiality of information exposed to in the course of business regarding students, supervisors or other employees;
- Contributes to a safe educational and working environment by participating in all drills and training and being prepared to take action should a health or safety emergency occur;
- Requires the kind of teamwork, supervision, and personal interaction, that cannot be had in a home office situation; therefore, regular and predictable on-site attendance is a job requirement;
- Other duties as assigned.

Minimum Education, Skills and Abilities

- High School diploma (Associate Degree preferred) and a minimum of two-years' experience working with networked computers or an equivalent combination of education and experience;
- Knowledge of configuring, troubleshooting, repairing and providing end-user support for PC's, printers, image scanning equipment and cable systems;
- Excellent customer service and interpersonal skills required;
- Ability to communicate effectively both orally and in writing.

Work Environment

- Work requires lifting, stooping, bending, stretching, walking, standing, climbing, pushing, pulling, crawling, and other physical exertion (Examples of work requiring physical exertion include, but are not limited to, physically handling and/or lifting equipment/objects up to approximately 50 pounds, climbing ladders, pulling wire, kneeling and crawling to make repairs, as well as adjusting and/or installing equipment).
- In addition, work requires working above the shoulders and repetitive motion.

Special Requirements

- Ability to meet a flexible work schedule including evenings;
- Subject to a criminal background check prior to employment.

NOTE: The above statements are intended to describe the general nature and level of work being performed by the person assigned to this job. They are not intended to be an exhaustive list of all responsibilities, duties, skills and physical demands required of personnel so classified.

APPLICANT: Are you capable of performing in a reasonable manner the activities involved in the job or application for which you have applied?_____

_____   _____
                        Signature   Date