

**Position Description  
Cover Sheet**

In order to make an objective and accurate evaluation of a position, it is very important that the position description (PD) contain relevant data. Therefore, please provide all information requested and forward this form through the division dean to the Human Resources Office for classification.

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Title: Technology Specialist (PRIN) \_\_\_\_\_

Division/department: Technology Services Department \_\_\_\_\_

Campus: Prince Frederick Campus \_\_\_\_\_

Check one: New PD \_\_\_\_\_ Revised PD  X  \_\_\_\_\_ No changes to PD \_\_\_\_\_

Please identify any similar positions already established within the department

The Technology Specialist (CCSM) is a similar position.

Reports to \_\_\_\_\_ Date \_\_\_\_\_  
(Signature)

Approval \_\_\_\_\_ Date \_\_\_\_\_  
(Signature - Second-Level Supervisor)

Approval \_\_\_\_\_ Date \_\_\_\_\_  
(Signature – Third Level Supervisor)

Approval \_\_\_\_\_ Date \_\_\_\_\_  
(Signature – Fourth Level Supervisor)

Approval \_\_\_\_\_ Date \_\_\_\_\_  
(Signature - Dean or President)

Account code(s) \_\_\_\_\_

Work schedule: Monday-Friday, 8:00 AM to 5:00 PM, The work schedule may vary and flexibility is required.

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**FOR HUMAN RESOURCES DEPARTMENT USE:**

Position number  8086  \_\_\_\_\_ Grade \_\_\_\_\_

Statistical group \_\_\_\_\_

Exempt / Non-exempt \_\_\_\_\_ Date \_\_\_\_\_

Requires Financial Disclosure Statement \_\_\_\_\_

If the employee's primary position is EXEMPT, there are no limitations for working in a secondary position. If the primary position is NON-EXEMPT, the following rules apply:

1. The employee cannot hold credit or credit-free part-time faculty positions unless a special exception is made by the division dean.
2. The employee must record the total combined hours worked on the system-generated time sheet which is distributed each pay period. The employee is responsible for obtaining the signatures of both supervisors on this time sheet.
3. The employee's total combined hours worked for all positions should not exceed 40 hours in a workweek.



**POSITION DESCRIPTION FOR: Technology Specialist (PRIN)\_\_\_\_\_**

**1. Principle Duties and Responsibilities:** Prioritize tasks and responsibilities and summarize them below.

Provides technical support to technology end-users (desktop, printing, laptops, tablets, labs and classrooms) with a focus on instructional and administrative technologies.

Provides audiovisual support to college functions including (But not limited to) classroom support, miscellaneous ceremonies, faculty support/projects, student projects and college-supported community sponsored affairs.

Leads a team of technology specialists, student technicians, and temporary employees providing end-user technical support for microcomputers and associated peripherals, network components and software (operating systems and applications) at the Prince Frederick campus. In addition to supporting microcomputers as *detailed beginning on page 4*, audiovisual/distance learning as *detailed beginning on page 4* and documentation, training and inventory as detailed *beginning on page 5*

Provides first and second level support for voice telecommunications as required.

Closely coordinates activities with other ITS technical personnel, the IMT department and technology end-users to ensure the delivery of reliable desktop computing services. Works with the Help Desk Manager to develop and implement customer support services and procedures.

Maintains proper documentation for microcomputer desktop resources and audiovisual/distance learning equipment utilized at the Prince Frederick campus.

Maintains a high level of technical expertise and stays abreast of current and developing trends in information technology through professional reading, attending industry conferences, and professional development (training, education, and participation in professional associations).

Performs other duties as assigned.

## **Microcomputer Support**

Performs diagnostic testing and repairs of microcomputer hardware, software and peripheral equipment.

Configures microcomputer hardware, software and peripheral equipment to meet end user requirements while remaining in compliance with department/college policies, guidelines and configuration standards.

Relocate existing microcomputer equipment and assist in the installation and configuration of new microcomputer and/or network equipment as required.

Works with the Software Purchasing Specialist to ensure that software licensing requirements are meet/enforced.

Provides technical support for Distributed Printing, software and peripheral equipment used by the college.

Assists in administering college LANs and assists in installing and maintaining network hardware, cabling, etc. as required at the Prince Frederick campus.

## **Audiovisual and Distance Learning**

Coordinates technical aspects of the college's distance learning network and video teleconferencing (VTC) network (desktop systems). Maintains and troubleshoots the systems as required.

Assist in the installation, operation, maintenance and repairs of college audiovisual and distance learning equipment including Smart Podiums.

Assists in coordinating the distribution and maintenance/repair of the college's campus-wide digital signage and closed circuit television network.

Maintains an adequate inventory of audiovisual consumables (lamps, batteries, cords, jacks, etc.) needed to operate, maintain and repair all college audiovisual equipment. Requests purchase of additional inventory as required to maintain adequate stock levels.

## **Documentation, Training and Inventory**

Responsible for development and completion of documentation for work orders.

Provides proper documentation for department monthly, quarterly and annual reports.

Performs audiovisual portion of annual official equipment inventory at the Prince Frederick campus.

Provides basic training for operation of phone system, microcomputer resources and network resources to end users.

Provides end user training for new software product, hardware and related technological equipment.

Assists in stocking and maintaining the college's microcomputer hardware parts inventory.

Provides end users training for the proper operation of audiovisual, distance learning, and VTC equipment.

Assists in the disposition of technology equipment that and adheres to the procedures to insure compliance with applicable regulations for disposition.

**2. Education/Knowledge Required:** Specify required degrees, experience, special skills and abilities necessary for satisfactory performance.

### **Minimum Requirement:**

Associate's Degree or equivalent trade school training in a computer/technology related field  
Minimum five years' experience supporting Microcomputer's and associated technologies in a Help Desk/ Technical Customer Services in an educational environment.

Minimum of one Industry certification in (A+, Net +, Novell CNA/CNE, Microsoft MSP/MCSE or equivalent.

### **Additional Requirements**

Working knowledge of desktop computer operating systems and the ability to maintain, troubleshoot and repair desktop PCs and peripherals.

A+ certification and skill set required.

Work experience and proficiency with Microsoft Office, Novell GroupWise, Novell Application Launcher and various Internet browsers is desired.

Experience with Novell network environment (4.x or higher) and ability to function as Network Administrator are desired.

Knowledge of audiovisual systems (especially control and digital video systems) and the ability to maintain and repair audiovisual equipment desired.

Excellent communications (written and oral), customer service and problem solving skills.

Ability to adapt quickly to rapidly changing technology.

Ability to translate technical terms for non-technical persons.

Experience in a technical team environment, preferably as a team leader or supervisor.

Experience providing end-user training and teaching experience desired.

Must maintain insurability for vehicle use under the college's liability insurance coverage.

**3. Supervision:** List all position titles reporting directly to this position, full-time or part-time. Include student assistants and part-time faculty supervised in a typical semester.

1- IT Technician

1 - AV/IT Technician

2-6 student assistants and/or temporary employees

**4. Contacts:** Identify contacts required within and outside the college, and purpose of contacts. (Example: Contacts vendors for supplies and materials; or meets with tri-county public and private employers to determine training needs)

College technology users (students, faculty, and staff) to provide support, discuss and document requirements, and resolve problems.

Frequent contact with vendors, contractors and consultants in support of department projects and operations.

Contacts other colleges, agencies, and companies for consultation.

**5. Guidelines/Procedures/Regulations:** Identify guidelines, procedures, instructions, regulations and laws within which the position functions. Be specific.

College and ITS policies, procedures and standards. Must be aware of software licensing laws and requirements. Must be knowledgeable of national and international standards relating to microcomputers and desktop computing.

**6. Communications:** Please describe the written and verbal skills required for the position.

Must be a good listener and possess an excellent desk side manner.

Must be able to speak clearly and interpret support issues over the telephone.

Provides face to face training and participate meetings with internal customers and outside vendors.

Must be able to write procedures and provide reporting of the various activities related to area of responsibility.

## **7. Role Complexity:**

This position will be dealing with multiple tasks with the need to switch often based on priorities.

Tasks are governed by internal and external customers and/or events.

There will be a multitude of tasks and will require independent decision making at times.

The work requires attention to detail of the customer's needs.

## **8. Creativity & Innovation:**

This position requires the employee to assist in the development of new ways to meet and increase customer satisfaction.

This position requires the use of nonconventional thinking to accomplish tasks associated with customers' needs.

## **9. Impact:**

The work of this position touches all areas of the college, be it administrative, academic, and external customers.

**10. Fiscal Responsibility:** Describe the fiscal responsibility. Include total dollars that the position directly controls.

None.

**11. Physical Working Environment:** Describe the physical working environment and list any hazardous and toxic substances used in the performance of duties.

Lifting of heavy objects (50-75 lbs) including computer, network and audiovisual equipment.

Hazardous chemicals used for cleaning equipment.

Delivery of equipment to different parts of the campus during rain, snow, cold and hot weather.

Must be aware of safety procedures while using or repairing equipment.