BERGEN COMMUNITY COLLEGE

JOB DESCRIPTION

TITLE: IT Technical Support Specialist I

DEPARTMENT: Information Technology

FUNCTION: Provides technical support and training for end users. Installs, modifies and makes repairs to personal computer hardware and software systems.

REPORTS TO: Service Desk Manager

SUPERVISES: N/A

MAJOR RESPONSIBILITIES:

Responsibilities include but are not limited to:

1. Installs hardware and peripheral components such as monitors, keyboards, printers, scanners, network and (including wireless), and disk drives on user’s premises.
2. Loads specified software packages such as operating systems and Microsoft Office Suite or its components into user’s computer.
3. Responds to client inquiries concerning systems operation; provides instruction in use of equipment, software and manuals.
4. Diagnoses and corrects system hardware, software and user problems; repairs and replaces components and entire systems.
5. Assists with entry level network tasks and systems administration such as network server backup rotation, network account maintenance, and activation of data jacks.
6. Provides updates on the status and completion of problem requests.
7. Performs additional tasks or duties as assigned by the Service Desk Manager or other designated management.

MINIMUM QUALIFICATIONS:

Knowledge, Skills and Abilities: Demonstrates understanding of the community college mission and practices an open door policy. Has intermediate proficiency in the use of the Microsoft Office suite. Exhibits strong skills in:

- Communication
- Customer and Student Focus
- Building Relationships
- Organizing
• Planning

**Education:** Minimum of an Associate’s Degree from a college or a technical school.

**Experience:** Minimum of 6 months related experience.

**Other:** Must regularly be able to lift and carry small packages of up to 10 pounds. May occasionally be required to lift and carry boxes weighting up to 50 pounds.

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