BERGEN COMMUNITY COLLEGE

JOB DESCRIPTION

TITLE: IT Technical Support Specialist II/APPLE

DEPARTMENT: Information Technologies

FUNCTION: Recommends and/or performs complex or remedial actions to correct problems; provides support at user locations or remotely, using diagnostic and remediation technology and tools. Consults with department managers and end users regarding general business operations, software systems, and technical issues. Provides training for end users.

REPORTS TO: Manager of Help Desk Services

SUPERVISES: N/A

MAJOR RESPONSIBILITIES:

Responsibilities include but are not limited to:

1. Recommends and/or performs complex or remedial actions to correct problems; provides support at user locations or remotely, using diagnostic and remediation technology and tools to install, modify, or make repairs to Apple computer hardware and software.
2. Supervises and supports major computer system and laptop deployment and projects, while supervising other technical support staff and/or student workers; coordinates activities with affected end user departments including in-person registration setup, breakdown, and progress reporting.
3. Tests and evaluates Apple proposed hardware and software to determine efficiency, reliability, and compatibility with existing computer systems, peripherals and the network.
4. May assist with entry level network tasks such as network server backup rotation, network account maintenance, and activation of data jacks.
5. Facilitates the desktop standards committee meetings and provides coordination support for large computer deliveries and installation.
6. Knowledge of JAMF Casper server
7. Knowledge of Mobile Device Management-CCT preferred
8. Knowledge of Security for OS x and iOS devices
9. Knowledge of purchasing and distributing App Store Apps
10. Provides problem request status updates and overall progress tracking.
11. Provide telephone and work order support to Service Desk as needed not restricted to Apple
12. Performs additional tasks or duties as assigned by the Manager Help Desk Services, the Managing Director of User Support, 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 2 years of related Apple 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 weighing up to 50 pounds

Bergen Community College is an equal opportunity employer and does not discriminate on the basis of race, color, religion, age, sex, national origin, disability, or veteran status.

Submitted by: _____________________ Date: ____________
Name/Title

Approved by: _____________________ Date: ____________
Name/Title

Reviewed by: _____________________ Date: ____________
Human Resources

Board Approval: _____________________ Date: ____________
Board Approval

THE COLLEGE RESERVES THE RIGHT TO MODIFY JOB DESCRIPTIONS AT ANY TIME WITH OR WITHOUT NOTICE