BERGEN COMMUNITY COLLEGE

JOB DESCRIPTION

TITLE: IT Technical Support Specialist II – Ciarco Learning Center/Hackensack

DEPARTMENT: Information Technology

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: Service Desk Manager

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 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. Troubleshoot common desktop support issues and document both problems and solutions in call tracking/problem management system.

4. Tests and evaluates proposed hardware and software to determine efficiency, reliability and compatibility with existing computer systems, peripherals and the network.

5. Provides timely problem request status updates and overall progress tracking.

6. Maintains up-to-date project list for Hackensack location and shares with Dean of Hackensack, Manager of Service Desk and all IT administrators.

7. Track and maintain inventory of all IT related equipment at Hackensack location.

8. Utilize IT management tools to manage and track incidents, problems, changes and requests.

9. Efficiently and effectively manage incident and request queues.

10. Identify opportunities to reduce IT expenses and improve customer service.

11. Cover rotating responsibilities for all College locations.

12. 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 expert proficiency in the use of the Microsoft Office suite. Possess strong working knowledge in desktop systems, both hardware and software. Ability to answer phones in busy call center environment, resolve technical issues over phone and in person, and accurately enter trouble tickets into ticketing system. 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 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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