COTC - OSUN
Student Employment Job Description

Job#: 50532
Department: Information Technology Services
Job Title: ITS Technician
Supervisor: David Johnson       Phone #: 750-755-7177       Email: johnson.6210@cotc.edu
Hourly Rate: $8.75

Terms job is available: Summer _X_ Autumn _X_ Spring _X_
Times job is available: Mornings _X_ Afternoons _X_ Evenings _X_ Weekends ___

Include specific information regarding level of responsibility, range and complexity of duties and training/experience required for this position.

Qualifications:
1. Experience with PC / or MacIntosh Computers
2. Familiar with standard software packages and operating systems (Windows 7, MS Office 2013).
3. Ability to work with faculty and staff.
4. Ability to write technical support materials such as manuals and procedures.
5. Ability to work on information that is sometimes sensitive in nature.
6. Excellent written and oral skills.

Summary of Duties:
Assist academic and administrative end users with computer related problems and questions. Troubleshoot technical problems on the phone, through email and in person. Assist in maintaining and servicing computers. Assist in networking, printing and other service delivery with computers on campus. Provide onsite/immediate technical support to staff, faculty and students in classrooms. Create, update and close tickets in the ITS ticketing system. Update records in ITS asset management application. Other duties as assigned by the systems manager or technicians.

This job does not replace a full-time employee.

COTC Account #:62030 OSU Org-Fund #:09713-012510

OFFICE OF FINANCIAL AID USE ONLY
Students in this job provide services that are open, accessible and designed to improve the quality of life for community residents or to solve particular problems related to those residents’ needs __Yes ___X__ No
Students in this job provide services to students with disabilities __Yes ___X__ No
Background Check Required? ____ Yes (SS or RD) ___X__ No

4/16/16