MT. SAN ANTONIO COLLEGE
JOB DESCRIPTION

Job Title:	Senior Help Desk/Network Support Technician	Range:	A-73
Date Created:	5/10/04	Date Approved:	

PRIMARY PURPOSE

Under general direction, this position leads and assists in the training and direction of help desk technicians. The Senior Help Desk/Network Support Technician is the second point of contact for providing a high level of computer and telecommunications support (by phone or in person) to system users, by assisting them in their understanding and use of equipment and software. If troubleshooting cannot be performed by the Help Desk/Network Support Technician, problems are referred to the Senior Help Desk/Network Support Technician by completing an incident ticket.

ESSENTIAL FUNCTIONS
Examples of essential functions are interpreted as being descriptive and not restrictive in nature.

1.	Provide positive customer service attitude and excellent telephone skills
2.	Problem solve; work independently; work as a team
3.	Navigate within Windows 9x/NT/2000 and Macintosh (standard desktop applications and directories)
4.	Provide computer troubleshooting to resolve primary hardware and software problems
5.	Authorize and create new student e-mail accounts
6.	Lead and assist in the training and direction of help desk technicians
7.	Direct help desk operations and technicians in the absence of the Help Desk Coordinator
8.	Ensure appropriate security levels are maintained
9.	Install and maintain personal computers and district standard software, terminals, modems, and other equipment
10.	Uphold District policy guidelines to insure compatibility and better service to the campus community
11.	Provide technical support for district's information system (ICCIS) at main campus and all remote locations
12.	Install, repair, configure, upgrade and relocate network and PC equipment as required to support the needs of the college
13.	Provide research topics to Help Desk/Network Support Technicians
14.	Plan and implement all major hardware and software systems
15.	Perform routine maintenance on hardware and software systems
16.	Identify more efficient tools for users
17.	Learn and apply emerging technologies and as necessary to perform duties in an efficient, organized, and timely manner
18.	Performs related duties as assigned

WORKING RELATIONSHIPS

The Senior Help Desk/Network Support Technician maintains frequent contact with faculty, staff, students, and various campus departments. The Senior Help Desk/Network Support Technician may also work with technical staff from other leges, the community and outside agencies.

EDUCATION AND EXPERIENCE

High school graduation or equivalent, or any combination of education, training, and experience that provides the required knowledge, skills, and abilities; one year of experience in the installation and maintenance of voice and data communications equipment or network equipment is required.

KNOWLEDGE, SKILLS, AND ABILITIES

Knowledge of:

- Organization, operations, policies and objectives
- Demonstrated knowledge of the practices, procedures, tools, and equipment used in the installation and maintenance of data and network communications equipment
- McAfee VirusScan purpose, installation, and configuration
- Various computer software applications including the Microsoft Office Suite
- Lotus Notes, Microsoft Outlook, Outlook Express, and Netscape Communicator (i.e., e-mail configuration for on/off campus users)
- DocuWeb (Mt.SAC's Printing Services Department Web job submission)
- Intermediate to advanced knowledge of computer and network security issues
- Intermediate to advanced knowledge of the tools used to identify and eliminate security threats
- Windows based server and workstation and/or Unix and/or Web server administration

Skills and Abilities to:

- Troubleshoot and resolve most network security related problems
- Pull, terminate, and test cable for voice and data
  Identify and initiate resolutions to client problems and concerns associated with network equipment, network hardware and software to the client's satisfaction
- Advanced ability to communicate effectively (orally and in writing) to non-technical users and to technicians
- Network troubleshooting skills (i.e., intermediate understanding of data communications and networking, including TCIP/IP and Ethernet)
- Navigate within Windows 9x/NT/2000 and Macintosh (standard desktop applications and directories)
- Advanced computer and printer troubleshooting skills (to provide primary hardware and software problem resolutions); strong problem solving skills
- Strong problem solving
- Work independently
- Work as a team on technical tasks
- Operate personal and/or mainframe computers and other equipment
- Work confidentially with discretion
- Plan, organize and prioritize work
- Meet schedules and time lines
- Understand and follow oral and written directions
- Understand scope of authority in making independent decisions
- Review situations accurately and determine appropriate action according to established guidelines
- Establish and maintain effective working relationships with others
- Provide positive customer service
- Excellent telephone skills
- Work independently with little direction

WORKING CONDITIONS

College office environment; subject to driving to a variety of locations to conduct work; may require standing for long periods while assisting students. May be subject to sitting for long periods at a time (up to 2-3 hours); repetitive use of ɴer extremities including hand coordination activities.