



# POSITION DESCRIPTION

## TITLE: Client Support Technician

<b>FLSA STATUS:</b> Non-Exempt, 1.0 FTE	<b>GRADE LEVEL:</b> C
<b>LOCATION:</b> Leffel Lane (other locations as required)	<b>UNIT:</b> Information Technology
<b>SHIFT:</b> Monday – Friday 8:00am – 5:00pm (other days/hours as needed)	<b>DEPT:</b> Information Technology
<b>INCUMBENT:</b> Vacant	<b>EMPLOYEE SIGNATURE:</b> Date:
<b>REPORTS TO:</b> Client Support Manager	<b>PREPARED BY &amp; DATE:</b> May 2017
Reviewed/Revised By:	EE Name : Date: 6/23/21
Reviewed/Revised By:	EE Name : Date
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### I. POSITION PURPOSE – *List brief summary of position*

The Client Support Technician provides technology support to students, employees, and campus stakeholders at Clark State Community College. In this role, the technician performs support for various technology-related systems, network devices, and other systems or hardware needed to support teaching and learning. The technician is also responsible for prompt and professional issue resolution with hardware, software, network and/or applications issues serving Clark State students, faculty, staff, and guests. The technician must document all work in a help desk ticketing system. All duties shall be performed in a customer-service oriented, timely, efficient, and professional manner.

### II. RELATIONSHIPS AND CUSTOMERS – *(In addition to Clark State Faculty, Staff, and Students, this position also interacts with the following external individuals, organizations and agencies)*

Alumni	Vendors	Community	

### III. DIMENSIONS – *If this position controls, manages, or has a direct impact on the expenditure of dollars, identify how, the type of budget, and the gross dollar amount involved)*

None

### IV. ESSENTIAL DUTIES AND RESPONSIBILITIES

*Under general supervision, this position performs the following duties:*

1.	Performs installation, configuration, diagnostics, maintenance, and problem resolution on computer systems hardware, software, and peripherals.
2.	Provides customer support by answering questions and resolving problems with the installation, configuration, and use of computer systems and commercial and educational software packages.
3.	Works with other members of IT and college personnel to escalate issues or provide assistance as needed.
4.	Documents all work, assignments, tasks, and activities in a help desk ticketing system and provides consistent, timely, and accurate communication at all times.



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5.	Engages in appropriate professional development to maintain skills commensurate with the needs of the College as defined by supervisor, including obtaining and maintaining an A+ certification
6.	All other duties assigned by supervisor.

**V. SUPERVISORY RESPONSIBILITIES** – *The following position title(s) report to this position. If there are no reporting positions, type “None.”*

May assist in the coordination of the schedules and activities of student workers.

**Qualifications** – *To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

**VI. EDUCATION and/or EXPERIENCE** – *List minimum requirements necessary to perform essential duties and responsibilities, i.e., High School/GED plus 3-5 years related experience or AS Degree preferred.*

- Associate's degree in a technology related field required. A high school diploma or equivalent with requisite experience will be considered in lieu of Associate's degree.
- Minimum of two years experience in personal computer maintenance and support
- Experience in a networked environment preferred
- Experience in a customer service environment providing support to a diverse group of constituents

**VII. SKILLS AND ABILITIES** – *List basic skills and abilities necessary to perform essential duties and responsibilities, i.e., computer skills, oral and written skills, interpersonal skills, presentation skills, ability to motivate employees, etc.*

- Demonstrated hands-on ability to provide computer hardware and software solutions
- Excellent customer service skills required
- Ability to work effectively with difficult, disgruntled, or upset customers
- Must be able to work days, evenings, weekends, and holiday shifts as required
- Must be able to travel to or between Springfield, Beavercreek, and Bellefontaine campuses as necessary

**VIII. CERTIFICATES, LICENSES, REGISTRATIONS** – *List minimum requirements necessary to perform essential duties and responsibilities, i.e., Certified Novell Administrator (CNA), Certified NetWare Engineer (CNE), Professional Human Resources (PHR), Certified Public Accountant (CPA), Notary Public, Ability to be Bonded, etc.*

- A+ Certification required within one year of employment
- Network+ or other Basic Networking Certification a plus
- Valid Ohio Driver's License

**IX. LANGUAGE SKILLS** – *(To be completed by HR)*

Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals. Ability to write routine reports and correspondence. Ability to speak effectively before groups of customers or employees of organization.



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### **X. MATHEMATICAL SKILLS** – *(To be completed by HR)*

Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals. Ability to compute rate, ratio, and percent and to draw and interpret bar graphs.

### **XI. REASONING ABILITY** – *(To be completed by HR)*

Ability to apply common sense understanding to carry out instructions furnished in written, oral, or diagram form. Ability to deal with problems involving several concrete variables in standardized situations.

**XII. PHYSICAL DEMANDS** – *The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job, i.e., ability to lift up to 75 pounds, etc. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. (To be completed by HR).*

While performing the duties of this job, the employee is regularly required to sit; use hands to finger, handle, or feel; reach with hands and arms; and talk or hear. The employee frequently is required to walk. The employee is occasionally required to stand; climb or balance; and stoop, kneel, crouch, or crawl. The employee must occasionally lift and/or move up to 50 pounds. Specific vision abilities required by this job include close vision, color vision, and ability to adjust focus.

**XIII. WORK ENVIRONMENT** – *The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. (To be completed by HR).*

While performing the duties of this job, the employee is occasionally exposed to risk of electrical shock. The noise level in the work environment is usually quiet.