

## WESTMONT COLLEGE

### **Computer Support Technician I** **Information Technology**

**Summary:** Under general supervision, install and Maintain PC & Macintosh computers and smartphones owned by the College. Provide basic usability training to faculty and staff on standard apps and OS features. Collaborate with other IT staff on projects as needed.

#### **Qualifications:**

Requirements include: A minimum of 2 years work experience troubleshooting and configuring hardware and software in both Windows and Macintosh environments; high school graduate/equivalent; college degree highly desirable; functional working knowledge of MS Office; strong familiarity with Google Apps (email, calendar, contacts); familiarity with current networking protocols and trends; must be organized with strong oral and written communication skills to work closely with customers and coworkers. User support experience required. Must be a self-starter. Daily work includes individual effort and team collaboration. A+, Apple Certified Associate or similar certifications highly desirable. Will train right candidate.

#### **Responsibilities:**

##### **1. Administration:**

- Help train and supervise student workers in equipment and software repair and maintenance
- Use Mayday trouble reporting system to log repairs & support requests and communicate with constituents
- Collaborate with other IT staff to determine appropriate hardware, software and systems recommendations for constituents.
- Keep current with industry trends and standards

##### **2. For faculty and staff equipment owned and purchased by the College:**

- Research, recommend, and collaborate with other IT staff to advise on new computers and peripherals
- In coordination with the Director of Academic and Institutional Technology purchase hardware, software, components and equipment
- Set up and configure new hardware and software; integrate into existing network environment
- Maintain current and accurate hardware and software inventory and ensure software is licensed
- Install and configure desktop software according to standardization policies
- Assist Director of Academic and Institutional Technology in providing training on use of Microsoft Office applications, Google Apps and other appropriate software packages
- Maintain hardware: return equipment on warranty, or repair/replace if not on warranty
- Work closely with end users to resolve computer-related problems
- Provide troubleshooting and basic training on the hardware and standardized software
- Install, configure, maintain, and troubleshoot iOS-based devices used for college business
- Collaborate with other IT staff to maintain network security, particularly related to malware and virus threats.

3. Expectations for workplace demeanor include but are not limited to: working collaboratively and harmoniously with co-workers, customers and others by sharing ideas and resources willingly, constructively and positively; listening to and objectively and respectfully considering the ideas and perspectives of others; readily admitting and correcting personal mistakes; meeting commitments; keeping your supervisor and others who may be affected informed about work progress; addressing problems willingly and constructively to discover practical and lasting solutions acceptable to all parties; working promptly toward reconciliation and forgiveness during conflict; respecting the diversity of our community in words and deeds.
4. Other duties as assigned

**Reports to:** Director of Academic and Institutional Technology