

Job Classification: Non-Exempt, Full-Time

Work Schedule: Monday – Friday, 8:00 am – 5:00 pm.

Compensation: Pay Grade: 7 (\$26,460 – 42,997.50)

Reporting Relationship: Systems Administrator/Assistant Director of Facilities

Please note: the minimum hourly rate for this position is \$12.72 per hour. Target beginning rate is \$15.90 per hour. Actual hourly rates will be determined based on the candidate's experience and education. The range indicated includes both the typical hiring range and future progression.

Primary Accountabilities:

The helpdesk technician role is to provide a single point of contact for end users to receive support and maintenance within the College's desktop computing environment. This position is responsible for installing, diagnosing, repairing, maintaining and upgrading PC hardware and software to ensure optimal workstation performance. The position will also troubleshoot problem areas in a timely manner by e-mail, person and phone. The position will also assist the Information Network Technology instructors with the operation of the program's labs.

Major Duties:

1. Provide technical assistance to students, faculty, and staff.
2. Answer helpdesk phone calls promptly and in a professional manner.
3. Sort and maintain service request tickets.
4. Provide password and log in assistance for users.
5. Perform on-site analysis, diagnosis, and resolution of complex desktop problems for end-users, and recommend and implement corrective solutions as needed.
6. Install, configure, test, maintain, monitor and troubleshoot end-user workstations and related hardware and software in order to deliver required desktop service levels.
7. Configuration and support update management systems
8. Collaborate with the Chief Information Security Officer and Network Administrator to ensure efficient operation of the College's desktop computer environment
9. Assist in preparing, maintaining, and upholding procedures for logging, reporting and statistically monitoring desktop operations
10. Develop and maintain an inventory for all desktop systems, peripherals and general electronic equipment.
11. Accurately document instances of desktop equipment or component failure, repair, installation and removal.
12. If necessary, liaise with third-party support and PC equipment vendors
13. Other duties as assigned

Qualifications:

- Diploma or certificate in related field and/or minimum of 2 years related experience
- In-depth knowledge of Windows desktop operating systems, Microsoft Office, Windows Domain, Windows Server Update Service, Windows Defender, Windows Deployment Services, and client server software;
- Extensive hands-on hardware troubleshooting experience;
- Able to read and understand technical manuals and procedural documentation;
- Effective interpersonal skills and relationship-building skills;
- Strong written and oral communication skills;
- Ability to present ideas in user-friendly language;

- Self-motivated and direct, with the ability to effectively prioritize and execute tasks in a high-pressure environment;
- Team-oriented, collaborative environment;
- Strong customer-service orientation;

Physical Demands:

- Ability to sit for extended periods.
- Ability to read computer screens and mail, email, talk on the phone.
- Ability to lift and transport moderately heavy-to-heavy objects such as computers and peripherals.
- Ability to work occasional evenings.
- Dexterity of hands and fingers to operate a computer keyboard, mouse, and other computer components

Work Environment:

- Professional and deadline-oriented environment in an educational setting.
- Interaction with students, staff and guests.

MANHATTAN AREA TECHNICAL COLLEGE IS AN AFFIRMATIVE ACTION/EQUAL OPPORTUNITY EMPLOYER. WE COMPLY WITH TITLE IX OF THE EDUCATIONAL AMENDMENTS OF 1972. WE COMPLY WITH THE REHABILITATION ACT OF 1973, THE VIETNAM ERA VETERANS' READJUSTMENT ASSISTANCE ACT OF 1974, AND THE AMERICANS WITH DISABILITIES ACT.

Additional Duties:

Additional duties and responsibilities may be added to this job description at any time. The job description does not state or imply that these are the only activities to be performed by the employee(s) holding this position. Employees are required to follow any other job-related instructions and to perform any other job-related responsibilities as requested by their supervisor.