



Position Description

IT Support Technician

Classification: Staff

Status: Full-time

Reports to: Director of Technology; Technology Support Specialist

Supervises:

Position Summary:

The IT Support Technician assists with user support services for Owensboro Catholic students, faculty, and staff. This position mainly ends users in Owensboro Catholic Schools. They can also be directed to assist with network troubleshooting and other technology related tasks as instructed by the Director of Technology of the Technology Support Specialist

Job Functions:

1. Respond to calls and e-mails.
 - A. Troubleshoot user errors.
 - B. Answer hardware/software questions.
 - C. Coordinate repairs as needed.
 - D. Complete replacement for defective parts.
2. User support.
 - A. Student support.
 1. Update and maintain workstations in computer classrooms and labs.
 2. Update, install and provide support of application software (e.g., e-mail, word processing, spreadsheets, classroom instruction software).
 - B. Faculty and staff support.
 1. Assist Director of Technology and /or Technology Support Specialist with purchase and upgrade of faculty and staff computers.
 2. Diagnose and resolve hardware problems.
 3. Provide support of network application software (e.g., e-mail, word processing, spreadsheets).
3. Record keeping.
 - A. Track hardware inventory and other documentation.
4. Assume duties or jobs as directed by the Director of Technology or the Technology Support Specialist.

Position Qualifications:

The Technology Support Specialist will have completed a bachelor degree and/or have work experience with computer maintenance. Knowledge of computer application software installation and support, and PC troubleshooting are required. The following abilities are necessary:

1. Ability to communicate with users on their level.

2. Ability to prioritize multiple tasks and work with distractions.
3. Must be a self-starter that can work with little supervision.
4. Ability to stand or sit for over an hour, climb and work on ladders, and lift over 35 pounds from the floor to a table.