

Technology Specialist: Duties and Responsibilities

The Technology Specialist works closely with end users to support technology applications for the Vernon College technology infrastructure at CCC, STC and Vernon Campus as directed. Knowledge of third-party solutions, networking, computer and printer applications. This position will require the ability to analyze and troubleshoot problems to provide general support to faculty and students. Works in a team environment supporting applications within the college and work as necessary with RunBiz Solutions. This position reports to the Dean of Information Systems and Technology. **This is a security-sensitive position and is subject to a criminal history record. (Texas Government Code 411.094 & Texas Education Code 51.215)**

Specific duties include:

- Provide in-person, technological support to students and faculty on the use of technology within the infrastructure:
 - Third party software tools (instructional technology)
 - Telephone system o Computers (Office and Labs) o Printers (Office and Labs)
 - Classroom Technology Support (Interactive Video Systems (ITV, Pexip, Skype), TEAMS, classroom projectors, classroom smartboards) o Assesses the need for miscellaneous items such as cables, power strips, power cords, and adapters, etc.
- Provide help desk functions (employees and students) including but not limited to email and Multifactor Authentication (password resets), spyware, viruses, download issues, and hardware/software issues.
- Provide support with registration process.
- Provide support with on-site technical assistance during critical testing in labs.
- Provide initial diagnosis of technology related incidences and/or computer related software issues and work with RunBiz Solutions to resolve related issues.
 - Troubleshoot hardware/software problems and recommends repairs as needed.
- Support and assist with development and implementation of professional development opportunities regarding technology.
- Aid with triage technical assistance regarding security cameras.
- Assists RunBiz Solutions with technology needs (general maintenance of technology) including but not limited to restarting servers, unplugging/plugging in peripherals, etc.
- Provide support of Run Business Solutions operations as needed and on call.

- Must be able to lift at least 50 lbs., and have working knowledge of basic hardware and hand tools in addition with the ability to climb ladders and safely work at elevated heights.
- Assists with special projects and implementation of projects, i.e. audio/visual setup for college-wide functions/activities, telecommunications, multimedia, ITV/Teams rooms, etc.
- Assists with installation of computers and imaging of new computers as directed by RunBiz Solutions.
- Assists with technology infrastructure (network switches, server resets, inventory, replenishment).
- Assist with network switch and WAP deployment as directed by RunBiz Solutions.
- Performs other duties as assigned.

Experience:

Three or more years of related experience required. Prefer experience providing support in a help desk, computer hardware/software support or customer support group. Technical experience in various computer applications and troubleshooting. Previous customer service experience preferred.

Knowledge:

Ability to provide technical support by e-mail, phone, remote assistance, and face-to-face; professional demeanor and excellent communications skills. Good problem solving and analytical skills. Ability to work efficiently, both with and without direct supervision. Ability to learn the fundamentals of all software products used at the College, including 3rd party systems. Knowledge of computer applications, and ability to analyze and troubleshoot problems to provide general support.

Education:

Associates Degree or Certificate (with emphasis in Computer Science, Information Systems, or equivalent) is required.

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