



Southeast New Mexico College
1500 University Drive
Carlsbad, NM 88220
(575) 234-9200, Fax: (575) 885-4951

Technology Support Technician Job Description

Required: High School Diploma or GED plus two (2) years of experience related to the standard duties as outlined. When necessary, some weekend and off hours work will be required.

Equivalency: Any equivalent combination of education, training and/or experience as approved by the Human Resources Department.

FLSA Status: Non-Exempt

Pay Level: Eight (8)

Salary Range: \$20.71-\$23.49 DOE

Hours: When necessary, some weekend and off hours work will be required.

Background:

Located in Carlsbad, New Mexico, Southeast New Mexico College (SENM) is a newly independent public community college accredited by the Higher Learning Commission. A proud Hispanic Serving Institution, it awards certificates and associate degrees that serve the needs of its region and prepare students to transfer to programs at other colleges or universities. SENMC offers Early College and Dual Credit programs in collaboration with local high schools.

Southeast New Mexico College enjoys the strong support of its community, and has been awarded several grants, which include \$11.7 million from the U.S. Department of Energy and several multimillion-dollar grants from the U.S. Department of Education for student support.

The college's diverse employee pool includes 38 full time faculty, 69 adjunct faculty, and 102 staff members. SENMC offers a generous benefits package which includes medical, dental, retirement, and college tuition reimbursement. More information on SENMC can be obtained from its website at <https://senmc.edu>.

Purpose and Scope:

Under direct supervision, provides routine end-user support, simple problem analysis and resolution, general technical assistance, and training for information systems.

Duties and Responsibilities:

- Answers user inquiries regarding computer software or hardware operation to resolve problems.
- Confers with staff, end users, and management to establish specifications for new systems and obtain vendor quotes.

- Maintains records of work order transactions, problems and remedial actions taken, or installation activities.
- Performs network configuration on end user equipment according to established practices and standards.
- Reads technical manuals, confer with users, troubleshoot, or conduct computer diagnostics to investigate and resolve problems or to provide technical assistance and support.
- Refers major hardware or software problems or defective products to vendors or technicians for service.
- Sets up, install and repair hardware, software, or peripheral end user equipment, following design or installation specifications ensuring proper installation of cables, operating systems, and appropriate software.
- Typically configures end user equipment to attach to central authentication systems like "active directory". Typically identifies, refers, and reports problems with systems software or network for resolution by central IT.
- Performs other related duties as assigned.

Knowledge, Skills, and Abilities:

- Knowledge of current technological developments/trends in area of expertise.
- Knowledge of customer service standards and procedures.
- Strong problem-solving and communication skills.
- Ability to determine computer problems and to coordinate hardware and/or software solutions.
- Ability to communicate technical guidance and instruction to users on the use of PC and/or mainframe applications and systems.
- Ability to analyze and resolve computer problems.
- Ability to perform preventive maintenance on computer hardware and software.
- Ability to write technical instructions in the use of programs and/or program modifications.
- Ability to document work in progress.

Work Environment and Physical Demand:

- Reach and grasp objects
- Stoop, bend, kneel, crouch, or crawl
- Use of video display terminal
- Use of manual dexterity and fine motor skills
- Communicate information orally and in writing
- Receive and understand information through oral and written communication
- Proofread and check documents for accuracy
- Work a fluctuating work schedule

Performing the essential functions of this position requires the use of a computer throughout most of the workday, the ability to navigate a typical office environment, significant amounts of interpersonal interaction including oral and written communication, and the ability to keep track

of multiple tasks, projects, deadlines, information sources and business processes. This job description is intended to be generic in nature and describe the essential functions of the job. It is not an exhaustive list of all duties and responsibilities. The essential duties, functions and responsibilities, and overtime eligibility may vary based on the specific tasks assigned to the position.

Affirmative Action Statement:

SENNC is an Equal Opportunity/Affirmative Action employer dedicated to excellence through diversity and does not discriminate on the basis of race, color, religion, sex, national origin, age, disability, marital status, military or veteran status, sexual orientation, genetic information, or any other protected characteristic under applicable law.

Acceptance:

By my signature below, I certify that I have read my job description, understand my assigned duties, and was provided a copy of this job description.

I understand that neither the SENNC Board of Trustees nor Executive Management of SENNC can guarantee my employment; SENNC can change compensation, benefits, and conditions of my employment at any time and at its full and sole discretion to meet business needs of SENNC. I also certify that I can perform the essential functions of this job description either with or without a reasonable accommodation. I further acknowledge that this job description does not constitute a written or implied contract of employment with SENNC. I further understand that the foregoing job description is not all-inclusive of the duties to which I may be assigned. In order to meet business needs, ensure maximum flexibility and efficiency, and to encourage cross training, I acknowledge that I may be assigned additional duties as are deemed necessary or desirable by SENNC.

Accepted and agreed by:

Employee

Signature: _____ Date: _____

Printed Employee Name: _____

Witnessed by:

Supervisor

Or HR Signature: _____ Date: _____

Printed Supervisor or HR Name: _____

Job Title: _____

