

MICROCOMPUTER/LAN ANALYST

GENERAL STATEMENT:

Responsible to the Vice President of Information Technology Services. Under the guidance of the Vice President of Information Technology Services or a more experienced technician install and troubleshoot network connections, repair microcomputers and assist with the implementation of the Windows services offered at TVCC.

REPORTS TO:

Vice President of Information Technology Services

OCCUPATIONAL GROUP:

Paraprofessional

FLSA: Exempt

QUALIFICATIONS FOR APPOINTMENT:

EDUCATION:

Bachelor's degree, Associate degree, certificate or related experience in a large network environment.

LICENSE OR

CERTIFICATION:

None required but A+, CCNA, MCSE preferred

EXPERIENCE:

Computer skills related to networking and microcomputers. Applicant should have a minimum of 1 year experience in installing, configuring, repairing and implementing microcomputers in a large scale networked environment.

OTHER:

None

DUTIES AND RESPONSIBILITIES:

- Install, troubleshoot, and maintain new network connections. Including, but not limited to, category 5, 5E, and 6 wiring, installation of network cards, and configuration of host machines in a networked environment.
- Install, maintain and configure personal computers in a networked environment.
- Troubleshoot problems associated with client microcomputers including hardware, software and peripherals.
- Repair and upgrade various microcomputer hardware including, but not limited to installing network cards, replacing memory, video cards, installing drives, and debugging system configuration.
- Install, maintain, and configure networked printers.
- Assist with equipment installation, preventive maintenance, equipment upgrade and modification activities.
- Troubleshoot hardware, software or peripheral issues associated with client microcomputers.
- Assist the Vice President of Information Technology Services in the maintenance of user accounts on the TVCC domain. Including but not limited to adding, renaming, resetting locked accounts, assigning user to group, assigning user rights to printers, and assigning user rights to disk resources.
- Assist the Vice President of Information Technology Services in the maintenance of user accounts for the Athens campus. Including resetting locked accounts, adding accounts, and deleting accounts.
- Assist in the maintenance of help desk support to administration, faculty and staff on all campuses. Including, but not limited to, Windows XP/Vista, OWA, Outlook, Internet Explorer, and Microsoft Office products.
- May be required to work irregular evening hours for help desk support as assigned by the Vice President of Information Technology.
- Other duties as assigned by the Vice President of Information Technology Services.

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PHYSICAL REQUIREMENTS:

- May be required to travel to other campuses for IT or multimedia troubleshooting and support.
- Entails climbing a ladder.
- May be required to lift, push, or pull 30 lbs.

The above job description has been reviewed with the employee and specific duties and responsibilities were explained. It was also explained that all questions concerning duties, responsibilities, working conditions, hours, etc., should be directed to the immediate supervisor.

Employee's Signature

Date

Supervisor's Signature

Date

All TVCC positions are security sensitive and require a criminal background check.

Approved: 10/1/04

Revised: 5/7/2009

JD356