

## PC/LAN ANALYST

### GENERAL STATEMENT:

Under the guidance of the Director of Client Support 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:

Director of Client Support 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+, Network+, CCNA, MCSE preferred.

#### EXPERIENCE:

Computer skills related to microcomputer installation and network supports. Applicant should have a minimum of 1 year experience in installing, configuring, repairing and implementing microcomputers in a large scale networked environment. The applicant must have a general understanding of TCP/IP networks, Microsoft Networking including Microsoft File and Print Sharing, Microsoft Office 2010/2013, including Internet Explorer Chrome and Firefox, Adobe Acrobat, Wi-Fi Networks, and Antivirus, Spam and Spyware software.

#### 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.
- Install and maintain software required by TVCC clients in the performance of his or her job.
- Assist with equipment installation, preventive maintenance, equipment upgrade and modification activities.
- Assist with the maintenance of an inventory of all computers throughout the TVCC network.
- 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.
- Receive telephone calls and assist staff/faculty and students in resolving problems.
- Provide help desk support for clients including students, employees and guest.
- 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:**

- Physical mobility sufficient to be able to service PCs and other equipment installed under desks and in wiring closets.
- May be required to travel to other campuses for IT or multimedia troubleshooting and support.
- Entails climbing a ladder.
- Repetitive hand motions and prolonged use of computer.
- May be required to lift, push, or pull up to 40 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: 4/06/15*

JD356