

VC / LAN Analyst

GENERAL STATEMENT:

Under the guidance of the Director of Network Support Services, set up, schedule and monitor video conference resources and maintain related equipment at TVCC. The employee will troubleshoot network connectivity, repair computers and assist with the implementation of additional services as needed at TVCC.

REPORTS TO:

Director of Network Support Services

OCCUPATIONAL GROUP:

Paraprofessional

FLSA:

Exempt

QUALIFICATIONS FOR APPOINTMENT:

EDUCATION:

Bachelor's degree preferred. Associate degree, certificate or related experience in a large network environment may be considered commensurate.

LICENSE OR CERTIFICATION:

None required but A+, Network+, CCNA, MCSE or equivalent preferred.

EXPERIENCE:

One (1) year of experience installing, configuring, repairing and implementing devices in a large scale networked environment and experience scheduling and maintaining video conferences or related equipment required.

OTHER:

The employee should have a good understanding of TCP/IP communications and other related networking technologies including wireless, VLANs, and basic network security. The employee must have a general understanding of Microsoft Networking including Microsoft File and Print Sharing, Microsoft Office Software Suites, popular web browsers (i.e. Chrome, Internet Explorer), Adobe Acrobat, and Antivirus, Spam and Spyware software suites.

DUTIES AND RESPONSIBILITIES:

- Setup and maintain video conferences and ITV for TVCC and partner organizations.
- Troubleshoot and support related video conference equipment and technology including control panels, codecs and MCUs.
- Maintain service contracts and vendor relationships required for video conference and ITV hardware and integration support.
- Install, troubleshoot and maintain network connections including, but not limited to, Category 5E/6 wiring, fiber, wireless, network adapters and related equipment in a networked environment.
- Install, maintain and configure computers and other devices in a networked environment.
- Troubleshoot issues associated with computers and other devices including hardware, software and peripherals.
- Install, maintain and configure network devices including but not limited to printers, scanners and other IoT devices.
- Install and maintain software required by TVCC clients.
- Assist with equipment installation, preventive maintenance, equipment upgrade and modification activities.

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- Assist with the maintenance and inventory of computers and devices within the IT Department for all TVCC campuses and remote offices.
- Assist in the maintenance of user accounts on the TVCC domain including but not limited to adding, renaming, resetting locked accounts, assigning group membership, assigning user rights to network and domain resources in accordance with administrative procedures.
- Assist staff, faculty, and students in resolving technology issues in accordance to administrative procedures.
- Provide service desk support for clients including students, employees and guests.
- May be required to work irregular hours for service desk and video conference support as assigned by the Director of Network Support Services.
- Other duties as assigned by appropriate supervisory personnel.
- Maintains confidentiality of information.
- Work assigned schedule and comply with timekeeping policy.

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, video conference 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: 08/30/2017

Revised:06/04/2019

JD729