

Job Title:	IT Support Technician	Job Number:	FINOPS-0011
Department:	Finance and Operation - IT	Job Grade:	31
Reports To:	Director of Information Technology	FLSA Status:	Non-exempt

Job Purpose and Objectives:

Responsible for supporting all computing and networking systems, including maintenance and repair for Labette Community College.

Supervisory/Management Responsibilities:

Yes No

This position is responsible for the supervision/leadership of employees, which includes making employment-related decisions and/or recommendations, and formally evaluating performance.

Job Competencies: Essential Functions include the following. Duties and responsibilities, as required by business necessity may be added, deleted, or changed at any time at the discretion of management, formally or informally, either verbally or in writing. Schedule and shift assignments and work location may be changed at any time, as required by business necessity.

1. Maintains and supports all institutional computers and analyzes computer procedures
2. Develops documentation for detailed procedures in regard to using the college's computer equipment and software
3. Works with appropriate vendors to correct any hardware and software problems. Complete any training or certifications required to submit warranty replacement orders.
4. Maintains computer hardware and software for faculty and students
5. Assists with instructional technology
6. Maintains and supports the Avaya IP Phone Manager system, the TAPi Reporting software
7. Assists in supporting the College network
8. Maintains and Update equipment inventory
9. Ability to assist the Network Administrator in the cabling and installation of network and security equipment.
10. Provides support for all computing needs to include, faculty, staff, students, and community, occasionally after hours
11. Assist with the computer rotation schedule
12. Support, troubleshoot, update and maintain the Simulation Hospital Center
13. Provide support for specialized software and equipment in the facility
14. Provides faculty and student support on all aspects of the Redzone, Canvas, and all additional applications
15. Maintains a retention plan for student and staff email addresses and assists with any email issues
16. Assist with setup for internal and external events and meetings that use technology
17. Assists and troubleshoots Zoom meetings and other online conferences as needed
18. Ability to record guest speakers and convert to a video on an online format
19. Performs PC compatible and Macintosh computer repair, maintenance, and installation
20. Provide Event Streaming when needed, and Audio-Visual Support Requests
21. Occasional weekend and evening hours may be required
22. Enforces and maintains compliance with all federal, state and local laws and ordinances
23. Performs other duties as assigned or deemed necessary
24. Complies with all organizational and departmental policies and procedures
25. Operates all job-related equipment, machinery, tools and other aids as required or needed
26. Protects and maintains any confidential information you have access to, whether oral, written, electronic
27. Travel may be required

Position Requirements and Qualifications: To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Position Requirements:

1. Associate's degree with a major focus on Computer Science/Networking and work experience
2. Bachelor's degree or Professional Certification preferred
3. Two years of experience with computer hardware, software and networking systems, and /or Audio Visual in education or administrative environments (Windows Server Systems, MS Office and SQL) preferred

Certifications / Licenses:

1. Valid Driver's license

Skills/Knowledge/Abilities:

1. Knowledge of Windows operating systems, Exchange Server, and Office 365
2. Ability to utilize microcomputer hardware, networking, data communications and sharing of peripheral equipment
3. Knowledge of all computer programs including MS Office Products
4. Knowledge Audio Visual Equipment and Implementation
5. Excellent time management skills and ability to multi-task and prioritize work
6. Ability to fulfill all duties with minimal supervision and to work independently
7. Assess situations rapidly and make logical decisions in a timely manner
8. Analyze facts and exercise sound judgment
9. Ability to effectively manage projects and multiple priorities simultaneously
10. Strong written and verbal communication skills
11. Problem solving and critical thinking skills
12. Strong math, spelling, computer, and calculator abilities
13. Ability to communicate in a professional, calm and courteous manner with the general public and employees
14. Attention to detail

Work Environment and Physical Demands: The work environment characteristics and physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions

- Must be able to perform the essential functions of the job, with or without accommodation.
- Must be able to work in a multi-tasked, high-volume environment.
- Daily attendance is required, schedules may fluctuate to accommodate needs, deadlines and delivery of services. Attendance is required at position and college meetings and trainings, some of which may be out of the primary work area.
- Frequent periods of sitting, standing, walking, and carrying items will be required.
- Average use of computer, phones, and other position related technology required per position.
- Office located on _____1st_____ floor of building. Office with _____4_____ # windows.
- Ability to use ladders, lift equipment up to 50lbs, walk, climb, stoop and bend. Be able to work at varying heights inside and outside of a building on seldom occasions. Ability to go into confined spaces on seldom occasions for specific tasks.
- Ability to travel to other college locations as needed.

Confidential and/or sensitive information, if any, is accessible by an employee to perform the duties of the job:

- | | |
|--|---|
| <input checked="" type="checkbox"/> Employee Information | <input type="checkbox"/> Managerial Information |
| <input checked="" type="checkbox"/> Organizational Information | <input type="checkbox"/> Professional Information |
| <input checked="" type="checkbox"/> Customer / Contact Information | <input type="checkbox"/> Other: |

Personal contacts an employee makes with others (face-to-face and telephone) to perform the duties of the job:

- Within the immediate organization, department, office, project, or work unit, and in related or support units; and/or with members of the public in very highly structured situations
- With employees in the same organization, but outside the immediate department or division and/or with members of the public, as individuals or groups, in a moderately structured setting
- With individuals or groups from outside the organization in a moderately unstructured setting. The contacts are not established on a routine basis; the purpose and extent of each contact is different
- With high-ranking officials from outside the organization at national or international levels in highly unstructured settings

Acknowledgement:

This job description was reviewed with me and I understand that nothing in this job description restricts The Organization's right to assign, reassign or eliminate duties and responsibilities to this job at any time This job description reflects The Organization's assignment of essential functions; it does not prescribe or restrict the tasks that may be assigned Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions This job description is not intended as a contract of employment, nor to be construed as a guarantee of employment for any

FINANCE AND OPERATION-IT Support Technician

specific period of time or any specific type of work I agree and acknowledge that my employment is "at will" and can be terminated, with or without cause or notice, at any time by The Organization or myself

Employee Name (Print)	Signature	Date
Supervisor / Department Director (Print)	Signature	Date

Revision History			
Revision #	Revision Author	Date	Description of Revision(s)
00	Haley Walker	04/2026	Position revise, formerly IT Training Coordinator
01			
02			
03			