

**PANOLA COLLEGE
JOB DESCRIPTION**

JOB TITLE:	Computer Technician	FLSA status:	Non-Exempt
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DEPARTMENT:	Information Technology Services	REPORTS TO:	Director of Information Technology Services
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Position summary: Under direct supervision, this position is responsible for the installation and maintenance of end-user computer hardware and software throughout the institution. This position reports directly to the Director of Information Technology Services.

Position responsibilities:

- Coordinate with employees to assure timely and accurate hardware installation to their satisfaction.
- Perform problem determination services to determine appropriate action/hardware or software fix/correction.
- Maintain accurate hardware inventory to have knowledge of equipment and its locations, as verified by yearly audits with the Business Office.
- Knowledgeably recommend new software and hardware to provide data processing solutions.
- Establish standards for use of installation software required by the installation.
- Assist employees in order to affect the most efficient results for the institution.
- Provides support on Information Technology Services Help Desk
- Travel and work a flexible schedule in order to meet the needs of various user groups and programs of the College.
- Support the philosophy and mission of the College.
- Perform all other duties as assigned.

Minimum Position Requirements:

- Associate's degree with at least 2 years of experience that is directly related to the duties and responsibilities specified preferred.

Knowledge, Skills, and Abilities Required:

- Ability to maintain and troubleshoot computer and network hardware, software, and peripherals.
- Knowledge of available computing and/or network hardware and peripheral equipment.
- Ability to determine computer problems and to coordinate hardware and/or software solutions.
- Knowledge of a range of computer networking systems and languages.
- Knowledge of current technological developments/trends in area of expertise.

Physical Demands and Work Environment:

- Work is normally performed in a typical interior/office work environment.
- No or very limited physical effort required; however, the employee must occasionally lift and/or move up to 25 pounds.
- No or very limited exposure to physical risk.
- Some travel required.