

NORTHLAND PIONEER COLLEGE
Position Description

JOB TITLE: Technical Support Technician I	CLASSIFICATION: Non-Exempt	LOCATION: District-Wide Work Designation: OS
REPORTS TO: Technical Support Supervisor	OVERTIME ELIGIBLE: Yes	# OF DIRECT REPORTS: 0

GENERAL STATEMENT OF RESPONSIBILITIES:

Under the direction of the Director of Technical Support and the direct supervision of the Technical Support Supervisor, the Technology Support Technician will oversee the daily maintenance, support, and operations related to the college's technology infrastructure. The Technical Support Technician will be tasked with installing and/or supporting computers, communication equipment, and software for faculty, staff, and student labs, while adhering to departmental guidelines.

ESSENTIAL FUNCTIONS:

Technical Support Technician I

- Provide prompt and effective technical support to students, staff, faculty, and administration, related to computer hardware, software, networks, printers, audio/video equipment, and other technology services.
- Identify and troubleshoot technical problems efficiently, ensuring timely resolution and minimizing disruption to end-user's productivity.
- Serve as the primary technical support resource at a campus or center.
- Assist the Infrastructure and Operations team in installing communications and network devices, adhering to departmental guidelines for equipment setup and software installation, as needed.
- Perform preventive and corrective maintenance on audio/video equipment, interactive whiteboards and software, as needed.
- Ensure proper functioning and configuration of classroom systems, including distance learning classrooms.
- Work closely with the Support Center to address support calls and helpdesk tickets, delivering excellent customer service and technical assistance.
- Utilize remote access and management applications to maintain and repair computer and data communication equipment and software.
- Ensure accurate documentation and record keeping of technical support activities in the ticketing system.
- Provide front-line assistance and training to end-users as needed, helping them effectively utilize technology systems and applications.
- Collaborate with other TAS departments and specialties to provide cross-disciplinary support and share technical expertise.
- Assist team members in fulfilling departmental needs and responding to college-wide technology

requirements.

- Participate actively in cross-disciplinary support initiatives within the TAS department.
- Perform other duties as assigned by supervisor or director.

The above statements are intended to describe the general nature and level of work performed by the incumbent; they do not purport to describe all functions. Incumbent may be assigned other duties, and the essential functions may change from time to time as necessary.

COMPETENCIES:

COMPETENCIES	DESCRIPTION	PROFICIENCY
Technology Proficiency	Exhibit exceptional understanding and mastery of relevant technologies, tools, and systems essential for job performance. Demonstrate proficiency in diagnosing and resolving hardware and software issues, deploying and maintaining client-side applications, and configuring and repairing computer hardware. Stay current with industry best practices and emerging technologies to continually improve technical support capabilities and service delivery.	Intermediate
Leadership Skills	Exhibits essential leadership qualities, including the ability to support organization leadership and motivate, inspire and guide team members toward common goals.	Basic
Diversity & Multi-Culturalism	Values and respects diverse perspectives, backgrounds, and cultures and effectively collaborating with individuals from varied demographics.	Intermediate
Problem-Solving Ability	Exhibits excellent problem-solving skills, with the ability to analyze and troubleshoot technical issues methodically and independently. Demonstrates analytical thinking, creativity, and resourcefulness in identifying, analyzing, and resolving complex problems and challenges.	Intermediate
Communication Skills	Communicates technical concepts clearly and effectively to both technical and non-technical audiences. Conveys information efficiently through verbal, written, and non-verbal channels to facilitate understanding and collaboration.	Basic
Flexibility & Adaptability	Demonstrate the ability to adjust to changing circumstances, priorities and environments and remain resilient in the face of uncertainty and ambiguity. Ability to work under pressure with frequent interruptions.	Intermediate

Process Improvement	Identify inefficiencies, bottlenecks and opportunities for optimization within existing workflows and processes and implement strategies to enhance efficiency and productivity.	Basic
Collaboration	Work effectively and cooperatively with supervisor, colleagues, stakeholders and cross-functional teams to achieve shared goals and objectives.	Intermediate
Physical	Ability to perform the following physical requirements of the position with or without reasonable accommodation: critical sensory requirements include general vision (corrected to 20/20), hearing or listening in the normal range (corrected), and speaking and giving directions. Ability to sit for prolonged periods in front of a computer; ability to maneuver and work in small or confined work areas, to safely access equipment using a ladder, to lift and carry equipment that may weigh 50 lbs. for more than 100 yards and work in confined spaces and heights over ten feet.	Advanced
Conflict Management	Demonstrates advanced conflict resolution skills, effectively managing and mitigating conflicts with staff, faculty, administration, and students. Maintains professionalism and composure when faced with challenging situations.	Basic
Knowledge	Essential understanding of contemporary client-side technologies, including MS Windows and Macintosh operating systems. Proficiency with Microsoft 365 Office Suite. Proficiency in supporting and troubleshooting a wide range of software applications and hardware configurations. Knowledge of current practices in mobile device support, including iOS and Android platforms. Familiarity with network fundamentals and protocols such as TCP/IP, DNS, and wireless standards (e.g., 802.11 a/b/g/n). Understanding of basic server administration, Active Directory, and Group Policy. Experience with common troubleshooting and diagnostic tools, as well as best practices in data security and privacy. Awareness of virtualization technologies (e.g., VMWare, Hyper-V) and scripting for automation (e.g., PowerShell). Ability to assist in configuring and maintaining user accounts, permissions, and access controls within a networked environment.	Basic

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MINIMUM QUALIFICATIONS:

Technical Support Technician I

- Ability to perform functions of Technical Support Technician I.
- High school diploma or equivalent.
- 1 year of experience in desktop support or related IT field.
- Ability to perform the essential functions of Technical Support Technicians.
- Ability to conduct user training and support on various software applications, as requested.
- Proficiency with Microsoft 365 Office Suite, Windows OS, and basic networking concepts.
- Willingness to work occasional evenings, weekends, or holidays as needed to provide support coverage and meet customer needs.
- Valid driver's license.

WORK ENVIRONMENT:

Work is primarily performed under general supervision in a typical office setting with appropriate climate controls. Travel may be required to provide support to end-users. Willingness to work occasional evenings, weekends, or holidays as needed to provide support coverage and meet customer needs.

SECURITY AND TRUST REQUIREMENTS:

Must not have felony convictions or misdemeanor convictions related to fraud, trust, financial, or information crimes.

TRAINING AND DEVELOPMENT:

At Northland Pioneer College, we believe that investing in our employees' training and development is essential for building a talented and engaged workforce. We are committed to providing the resources, support, and opportunities necessary for our employees to thrive and succeed in their careers.

FEEDBACK MECHANISM:

At Northland Pioneer College, we value feedback from our employees as an essential tool for continuous improvement and growth. Your input is vital in helping us understand your needs, identify areas for enhancement, and shape the future direction of our organization. We are committed to fostering a culture of openness, trust, and continuous improvement, and your feedback plays a crucial role in achieving this.

WORK SCHEDULE:

This position is not a remote work position and requires onsite presence; may require shift work to align with the organization's operational needs and ensure adequate coverage to meet the demands of

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NPC. This schedule ensures consistent availability to provide technical support during business hours. It facilitates collaboration with team members and enables prompt resolution of technical issues and inquiries. Onsite presence allows for consistent availability for team support, hands-on support, including troubleshooting hardware and software problems, conducting maintenance tasks, and coordinating with other departments as needed.

BENEFITS:

Based on College Procedure employees may be eligible for up to:

- Single Coverage Medical Insurance.
- Optional Employee Pay Dental/Vision Insurance.
- 4 Personal Days.
- 12 Holiday Days.
- 5 Days of Spring Break Leave.
- 10-20 Days of Annual Leave (depending on service length).
- 18 Sick Days that can accrue up to 130 Days.
- Professional Development Opportunities.
- Arizona State Retirement System membership.
- Life Insurance.
- Long-Term Disability Insurance.