



Crow Canyon Archaeological Center Job Description

Position Title: Technology Support Technician
Status: Non-Exempt
Employment Category: Full time / Part time
Reports to: Director of Information Technology
Approved: 9/27/17 ds/dlf

Position Summary:

The Technology Support Technician is responsible for desktop services at Crow Canyon. Support includes the maintenance of technology equipment, consumable supply inventories, and the administration of desktop operating and productivity software. The Technology Support Technician is an entry-level position that performs a variety of desktop, network operation, and database tasks in cooperation with the technology staff responsible for Crow Canyon's technology infrastructure.

Education and/or Experience:

Course work in computer science, current effort toward a certificate program in network technology, or one- to two-years' related experience, or an equivalent combination of education and experience.

Essential Duties and Responsibilities:

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.

- Responsible for desktop hardware, peripherals, and software technology support for up to 100 users in a distributed campus environment
- Perform scheduled desktop maintenance tasks including patch application, configuration changes, and hardware optimization
- Fulfill help desk requests for desktop services
- Responsible for new user account setup and basic network troubleshooting
- Responsible for wiring and network device installation
- Responsible for basic database management including user account setup, form design, and basic query assistance
- Administer the maintenance, configuration, and use of audio/visual equipment
- Monitor the availability, performance, security, and health of Crow Canyon's technology infrastructure
- Maintain phone system to include general maintenance, updates, and instruction to users
- Produce and maintain documentation to departmental standards
- Aggressively increase job knowledge by meeting or exceeding established annual training goals.
- Provides backup for network administrator as needed

Knowledge, Skills, and Abilities:

- An awareness of how technology supports and impacts the organization and a commitment to ensuring high availability
- Adaptable and flexible person who enjoys working with people
- Knowledge of Windows OS, computer hardware, and office productivity software
- Basic networking understanding including TCP/IP, DNS, DHCP, ping, email flow configuration,

- active directory, and firewall basics
- Database experience preferred
 - Ability to leverage mentoring and coaching support offered by staff to maximize the ability to accomplish goals of the department and the organization
 - Excellent task-management skills and the ability to set priorities, manage work flow, receive direction, and meet deadlines
 - Adaptable and flexible person who enjoys working with people
 - Ability to be a good collaborator and team player
 - Ability to gather, analyze, and share complex or diverse information
 - Ability to solve practical problems in a timely manner
 - Ability to effectively write communications and documentation
 - Ability to keep up with a fast-paced and ever-changing technology environment

Physical Demands:

The employee must be able to:

- Sit for prolonged periods of time
- Physically service systems that are located in a variety of spaces that include small/confined spaces, uneven terrain, on multiple floor levels, or high/exposed spaces (for example, cameras on the roof of the lodge or small tight places to run wire/cable)
- Occasionally lift and/or move 50 pounds overhead without assistance
- Work weekends and irregular or extended work hours during the week

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential duties.

Certificates, Licenses, and/or Registrations:

- Valid driver's license, if required to drive
- Background check upon hire
- Must be insurable by Crow Canyon's automobile liability carrier upon hire and while employed in this position, if required to drive
- Complete transportation-related training
- Current physical exam and health history completed by a licensed medical health care professional

Note: This is a general description of the kinds of duties and responsibilities that are performed by employees who have this title. It shall in no way be construed as an all-inclusive determination of the specific duties and responsibilities of any particular position. It is not intended in any way to limit the right of any supervisor to assign, direct, and control the work of employees under his or her supervision.