



Job Title: Information Technology Technician

CLASSIFICATION DESCRIPTION

Department: Information Technology

Pay Grade: 108

FLSA Status: Non-exempt

Remote Work Eligible: No

JOB SUMMARY

This position is responsible for designing, installing, and maintaining information technology infrastructure. Duties include: installing and configuring servers; implementing network devices and services; implementing network protocols and technologies; monitoring, configuring, and implementing files services, domain controllers, and related systems and equipment; and designing infrastructure for new sites and buildings.

DISTINGUISHING CHARACTERISTICS

N/A.

ESSENTIAL JOB FUNCTIONS

- Installs and troubleshoots technology infrastructure; resolves connectivity issues; and performs related duties.
- Identifies and resolves technical problems relate to networks, servers, desktops, operating systems, and application software systems; monitors and ensures proper interfacing of systems applications.
- Provides technical support to end-users by responding to questions regarding hardware and software malfunctions.
- Prepares and maintains operational records, reports, forms, and related information.
- Performs other duties as assigned.

MINIMUM EDUCATION AND EXPERIENCE REQUIREMENTS

Associate degree; four (4) years of related work experience; or any equivalent combination of education, training, and experience which provides the requisite knowledge, skills, and abilities for this job.

KNOWLEDGE, SKILLS AND ABILITIES

Knowledge of:

- Network and technology infrastructure maintenance practices and procedures;

Prepared: February 2023

- Client/server environments;
- Network operating systems;
- Diagnostic tools and equipment;
- Operating system software and administration principles and practices;
- System configuration principles and practices;
- Recordkeeping principles; and
- Computers and related software applications.

Skills in:

- Configuring technological platforms, networks, and systems;
- Providing end-user support;
- Utilizing diagnostic analyzers and related equipment and tools;
- Communicating technical information to a non-technical audience;
- Maintaining records;
- Using a computer and related software applications; and
- Communication, interpersonal skills as applied to interaction with assigned workers, coworkers, supervisor, the general public, etc. sufficient to exchange or convey information and to give and receive work direction

Ability to:

- Prioritize work;
- Work with a diverse set of end-users;
- Meet deadlines for deliverables;
- Monitor and assess web sites; and
- Interpret customer requirements and translate them into system specifications.

CERTIFICATION, LICENSE AND SPECIAL REQUIREMENTS

Valid Florida driver's license.

IT certifications (CompTIA, Cisco, Microsoft, etc.) preferred.

PHYSICAL DEMANDS

This work typically requires the following physical activities to be performed. A complete description of the activities below is available upon request from Human Resources.

(X = Required to perform essential job functions)

Physical Activities		Physical Activities	
Balancing – maintain equilibrium to prevent falling while walking, standing, or crouching.	<u>X</u>	Pushing – use upper extremities to press against objects with force, or thrust forward, downward, outward.	<u>X</u>
Climbing – ascending, descending ladders, stairs, ramps, requires body agility.	<u>X</u>	Reaching – extending hands or arms in any direction.	<u>X</u>
Crawling – moving about on hands, knees, or hands, feet.	<u>X</u>	Repetitive Motion – substantial movements of wrists, hands, fingers.	<u>X</u>
Crouching – bending body forward by bending leg, spine.	<u>X</u>	Speaking – expressing ideas with spoken word, convey detailed, important instructions accurately, concisely.	<u>X</u>
Feeling – perceiving attributes of objects by touch with skin, fingertips.	<u>X</u>	Standing – for sustained periods of time.	<u>X</u>
Fingering – picking, pinching, typing, working with fingers rather than hand.	<u>X</u>	Stooping – bending body downward, forward at waist, with full motion of lower extremities and back.	<u>X</u>

Grasping – applying pressure to object with fingers, palm.	<u>X</u>	Talking 1 – expressing ideas by spoken word.	<u>X</u>
Handling – picking, holding, or working with whole hand.	<u>X</u>	Talking 2 – shouting to be heard above ambient noise.	<u>X</u>
Hearing 1 – perceiving sounds at normal speaking levels, receive information.	<u>X</u>	Visual Acuity 1 – prepare, analyze data, transcribing, computer terminal, extensive reading.	<u>X</u>
Hearing 2 – receive detailed information, make discrimination in sound.	<u>X</u>	Visual Acuity 2 – color, depth perception, field of vision.	<u>X</u>
Kneeling – bending legs at knee to come to rest at knees.	<u>X</u>	Visual Acuity 3 – determine accuracy, neatness, observe facilities/structures.	<u>X</u>
Lifting – raising objects from lower to higher position, moving objects side to side, using upper extremities, back.	<u>X</u>	Visual Acuity 4 – operate motor vehicles/heavy equipment.	<u>X</u>
Mental Acuity – ability to make rational decisions through sound logic, deductive reasoning.	<u>X</u>	Visual Acuity 5 – close acuity for inspection of small defects, machines, use measurement devices, or fabricate parts.	<u>X</u>
Pulling – use upper extremities to exert force, haul or tug.	<u>X</u>	Walking – on foot to accomplish tasks, long distances, or site to site.	<u>X</u>

TYPE OF WORK

Work performed is primarily:

- Sedentary work*: Exerting up to 10 pounds of force occasionally and/or negligible amount of force frequently or constantly to lift, carry, push, pull or otherwise move objects, including the human body.
- Light work*: Exerting up to 20 pounds of force occasionally, and/or up to 10 pounds of force to move objects.
- Medium work*: Exerting up to 50 pounds of force occasionally, and/or up to 30 pounds of force frequently, and/or up to 10 pounds of force constantly to move objects.
- Heavy work*: Exerting up to 100 pounds of force occasionally, and/or up to 50 pounds of force frequently, and/or up to 20 pounds of force constantly to move objects.
- Very heavy work*: Exerting in excess of 100 pounds of force occasionally and/or in excess of 50 pounds of force frequently, and/or in excess of 20 pounds of force constantly to move objects

WORK ENVIRONMENT

May be required to work hours other than the regular schedule including nights, weekends, and holidays. Work may require some intercampus travel.

This position requires regular and reliable attendance and the employee's physical presence at the workplace. This job may be subjected to electrical currents and workspace restrictions.

Work is performed in a dynamic environment that requires sensitivity to change and responsiveness to changing goals, priorities, and needs

To perform this job successfully, an individual must be able to perform the essential job functions satisfactorily. Reasonable accommodations may be made to enable individuals with disabilities to perform the primary job functions described herein. Since every duty associated with this position may not be described herein, employees may be

required to perform duties not specifically spelled out in a job description, but which may be reasonably considered to be incidental in the performing of their duties just as though they were actually written out in a job description.

St. Petersburg College has the right to revise a classification or job description at any time. This description does not represent in any way a contract of employment.