POSITION DESCRIPTION
STUDENT INTERNSHIP

Position Title: Computer/Telephone Support Technician (Temporary)

Organization Unit:	**Reports to:**	**Revision Date:**
Technical Division	Director of Technology	March 2018

I. Narrative General Description

The Computer/Telephone Support Technician shall be responsible to the Director of Technology to assist with computer systems and telephone repair and improvement projects; including, but not limited to, the deployment of wireless access points, Ethernet cabling runs, installation of VoIP phones, and general computer setup and troubleshooting.

II. Functional Responsibilities

A. Assist with the installation and trouble-shooting of computer hardware in computer labs, individual departments, and outreach campuses as needed.
B. Assist in the installation of new wireless access points on campus.
C. Assist with the physical installation of VoIP phones in classrooms/offices.
D. Assist with the installation and trouble-shooting of Ethernet cabling.
E. Assist the Director of Technology to maintain an annual inventory of campus technology equipment and supplies.
F. Perform other duties as assigned by the Director of Technology.

III. Supervises the Following Staff

None

IV. Required Knowledge, Skills, And Personal Qualifications

A. Excellent communications skills, both oral and written.
B. Good organizational skills, with special attention to details.
C. Ability to follow instructions.
D. Basic network troubleshooting skills; connecting to a wireless network, perform ping tests, check IP settings.
E. Capable of performing the procedures involved in properly running and terminating Ethernet cabling.

V. Required Experience

A. None.

VI. Required Educational Background

Current student of CCC's Information Technology training program preferred