Southeast Technical Institute
Sioux Falls School District 49-5

JOB DESCRIPTION

Systems Technician

<table>
<thead>
<tr>
<th>Division/Program:</th>
<th>Information Technology</th>
<th>Job Status:</th>
<th>Full-time</th>
</tr>
</thead>
<tbody>
<tr>
<td>FLSA Status:</td>
<td>Non-Exempt</td>
<td>Reports To:</td>
<td>Director of Information Technology/CIO</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Receives Guidance and Assignments From:</td>
<td>Server and Systems Administrator, and Technology Manager</td>
</tr>
<tr>
<td>Grade/Level:</td>
<td>Classified Staff; 12 Month Specialist; Salary Level O</td>
<td>Amount of Travel Required:</td>
<td>Possible Professional Development Travel</td>
</tr>
<tr>
<td>Work Schedule:</td>
<td>12 Month Classified Staff; M-F 8AM-5PM. Flexibility to work hours outside 8AM-5PM schedule and some weekends as needed.</td>
<td>Positions Supervised:</td>
<td>None</td>
</tr>
<tr>
<td>Prepared By Name:</td>
<td>Southeast Technical Institute Human Resources Staff</td>
<td>Approved By Name:</td>
<td>Erik VanLaecken</td>
</tr>
<tr>
<td>Prepared By Title or Dept:</td>
<td>Southeast Technical Institute Human Resources</td>
<td>Approved By Title or Dept:</td>
<td>Director of Information Technology/CIO</td>
</tr>
<tr>
<td>Prepared By Date:</td>
<td>July, 2015</td>
<td>Approved By Date:</td>
<td>July, 2015</td>
</tr>
</tbody>
</table>

POSITION SUMMARY

This individual is responsible for providing secondary support for Southeast Technical Institute’s student, employee and campus computer systems. This individual will work closely with the Server and Systems Administrator and Campus staff to ensure timeliness of project implementations, application installations, and to provide related training and troubleshooting.
ESSENTIAL FUNCTIONS

Reasonable Accommodations Statement
To perform this job successfully, an individual must be able to perform each essential duty. Reasonable Accommodations may be made to enable qualified individuals with disabilities to perform the essential functions.

Essential Functions Statement(s):
- Provide overall management and maintenance of student, employee, and campus computer systems.
- Provide Tier 2 Support for all STI computer systems via phone, email, walk-ins and in person.
- Build, test, and maintain software images (local and virtual) for all laptop programs including required and BYOL programs.
- Document steps in creation of all laptop program images.
- Assist Server and System Administrator in all aspects of software deployment and troubleshooting
- Research and test upcoming software and operating systems
- Research and test upcoming laptops and desktops
- Prepare evaluations of software or hardware, and recommend improvements or upgrades.
- Assist the Server and Systems Administrator in all aspects of Windows and Macintosh OS management and troubleshooting.
- Support Server and Systems Administrator with upgrades and new project implementation(s) on campus.
- Develop and lead technical training sessions on new technologies for end users.
- Assist with active directory administration including organizational units, user accounts, groups, resource provisioning, and group policy administration.
- Automate tasks via Power Shell and Visual Basic scripting.
- Develop support documentation and procedures for IT Department.
- Keep informed of industry trends and applicable technologies and recommend programming changes and application updates.
- Utilize the incident tracking system.
- Participate in departmental and institutional committees to provide representation and recommendations that increase organizational efficiency using various software applications.
- Support the Southeast Technical Institute’s mission and strategic plan.
- Ability to work as a team with the overall goal to support STI customers.
- Perform other duties and projects as assigned by supervisor.

POSITION QUALIFICATIONS

Competency Statement(s):
- **Accuracy** - Ability to perform work accurately and thoroughly.
- **Analytical Skills** - Ability to use thinking and reasoning to solve a problem.
- **Applied Learning** - Ability to participate in needed learning activities in a way that makes the most of the learning experience.
- **Business Acumen** - Ability to grasp and understand business concepts and issues.
- **Conflict Resolution** - Ability to deal with others in an antagonistic situation.
- **Conceptual Thinking** - Ability to think in terms of abstract ideas.
- **Customer Oriented** - Ability to take care of the customers’ needs while following company procedures.
- **Decision Making** - Ability to make critical decisions while following company procedures.
- **Detail Oriented** - Ability to pay attention to the minute details of a project or task.
- **Friendly** - Ability to exhibit a cheerful demeanor toward others.
- **Goal Oriented** - Ability to focus on a goal and obtain a pre-determined result.
- **Judgment** - The ability to formulate a sound decision using the available information.
- **Organized** - Following a systemic method of performing a task.
- **Problem Solving** - Ability to find a solution for or to deal proactively with work-related problems.
- **Project Management** - Ability to organize and direct a project to completion.
- **Reliability** - The trait of being dependable and trustworthy.
- **Research Skills** - Ability to design and conduct a systematic, objective, and critical investigation.
- **Self Confident** - The trait of being comfortable in making decisions for oneself.
- **Self Motivated** - Ability to be internally inspired to perform a task to the best of one’s ability using his or her own drive and initiative.
- **Technical Aptitude** - Ability to comprehend complex technical topics and specialized information.
- **Time Management** - Ability to utilize the available time to organize and complete work within given deadlines.
- **Training** - Ability to develop a particular skill in others to bring them up to a predetermined standard of work performance.

**SKILLS & ABILITIES**

**Education:** Two year postsecondary degree in a computer related field required. Preference for degree in server and system administration.

**Experience:** Two years’ practical experience or combination of education, experience, and training may be acceptable. Work experience in a post-secondary institution with an effective understanding of the Higher Education.

**Computer Skills:**
- Expertise in Microsoft System Center Configuration Manager, Microsoft Deployment Toolkit, Active Directory, Group Policy, VMware vSphere, and VMware View. Working knowledge of Windows and Macintosh operating systems.

**Certificates & Licenses:** N/A

**Other Requirements:**
- Excellent oral and written communication skills.
- Self-motivated and capable of working independently on projects with multiple deliverables.
- Ability to handle multiple tasks concurrently and problem solve under pressure.
- Ability to quickly learn new computer applications and techniques.
- Excellent customer service skills and ability to interact with people in a pleasant, positive and respectful manner.
- Work as a team member in meeting departmental goals.
- Demonstrate commitment to Southeast Technical Institute and its mission.
### PHYSICAL DEMANDS

<table>
<thead>
<tr>
<th>Physical Demands</th>
<th>Lift/Carry</th>
</tr>
</thead>
<tbody>
<tr>
<td>Stand</td>
<td>O (Occasionally)</td>
</tr>
<tr>
<td>Walk</td>
<td>O (Occasionally)</td>
</tr>
<tr>
<td>Sit</td>
<td>C (Constantly)</td>
</tr>
<tr>
<td>Handling / Fingering</td>
<td>F (Frequently)</td>
</tr>
<tr>
<td>Reach Outward</td>
<td>F (Frequently)</td>
</tr>
<tr>
<td>Reach Above Shoulder</td>
<td>O (Occasionally)</td>
</tr>
<tr>
<td>Climb</td>
<td>O (Occasionally)</td>
</tr>
<tr>
<td>Crawl</td>
<td>O (Occasionally)</td>
</tr>
<tr>
<td>Squat or Kneel</td>
<td>O (Occasionally)</td>
</tr>
<tr>
<td>Bend</td>
<td>O (Occasionally)</td>
</tr>
</tbody>
</table>

*O (Occasionally)* Occupation requires this activity up to 33% of the time (0 - 2.5+ hrs/day)

*F (Frequently)* Occupation requires this activity from 33% - 66% of the time (2.5 - 5.5+ hrs/day)

*C (Constantly)* Occupation requires this activity more than 66% of the time (5.5+ hrs/day)

*Activity is not applicable to this occupation.*

### Other Physical Requirements:

Talking
- Ability to express or exchange ideas by means of the spoken word.
- Sufficient for conveying spoken information in a variety of activities and situations.

Vision
- Sufficient visual acuity for extensive reading; to prepare and analyze data and figures; view a computer screen; and visual inspection/assessment.

Sense of Sound
- Sufficient to hear sounds at normal speaking levels with minimal correction.
- Ability to receive detailed information through oral communication.

Sense of Touch
- Handling - Working primarily with hands/hand and requires the employee to sufficiently seize, hold, grasp, and turn with one or both hands.
- Fingering - Working primarily with fingers/finger and requires the employee to sufficiently pick up and pinch a variety of items.
- Feeling - Perceiving attributes of objects such as size, shape, temperature, or texture. Requires the employee to be able to primarily touch with the skin (primarily that of fingertips).

### WORK ENVIRONMENT

Open office area. Constant interruptions and must interact with others on a regular basis. General office environment with standard office equipment available. Lighting and temperature are adequate. Moderate noise levels typical of an office environment due to staff conversations and office equipment. Job is sedentary with physical activities normally required in an office environment. Possible exposure to communicable diseases and temperature changes as individual enters and exits the campus buildings.
EMPLOYER STATEMENT AND EMPLOYEE AUTHORIZATION

EMPLOYER STATEMENT
Southeast Technical Institute has reviewed this job description to ensure that essential functions and basic duties have been included. It is intended to provide guidelines for job expectations and the employee's ability to perform the position described. It is not intended to be construed as an exhaustive list of all functions, responsibilities, skills and abilities. Additional functions and requirements may be assigned by supervisors and/or Administrators as deemed appropriate. This document does not represent a contract of employment, and Southeast Technical Institute reserves the right to change this job description and/or assign tasks for the employee to perform, as it may deem appropriate.

EMPLOYEE AUTHORIZATION
I have read this job description and completely understand all of my job duties and responsibilities. I am able to perform the essential functions as outlined with or without reasonable accommodation. I understand that my job may change on a temporary or regular basis according to the needs of my location and/or department without it being specifically included in the job description. If I have questions about job duties not specified on this job description that I am asked to perform, I should discuss them with my immediate supervisor and/or an Administrator. I further understand that future performance evaluations are based on my ability to perform the duties and responsibilities outlined in this job description to the satisfaction of my immediate supervisor and/or Administrator. I have discussed any questions I may have about this job description prior to signing it.

Employee Signature: __________________________ Date: __________________________

Employee Print Name: __________________________