

**CORNELL COLLEGE  
JOB DESCRIPTION**

**JOB TITLE:** PC Tech/ResNet Specialist

**DEPARTMENT:** Information Technology

**LOCATION:** Law Hall

**WAGE:** \$7.25

**REPORTS TO:** Desktop Services Supervisor

**LENGTH OF EMPLOYMENT:** April 2004

**POSITION SUMMARY:**

This position will be responsible for working with the Department of Information Technology on hardware and software troubleshooting issues.

**PRINCIPAL DUTIES AND RESPONSIBILITIES - (Essential functions of the position)**

1. Work directly with the Desktop Services Supervisor installing peripherals, computer troubleshooting, and various other hardware and software installs.
2. Install network cards, check network ports in residence halls, and general troubleshooting on student computers.
3. Work with faculty, staff, and students.
4. Report any problems, hardware and software, to Information Technology.
5. Be familiar with the Microsoft Office Suite.

**WORK RELATIONSHIPS:**

Reports directly to Desktop Services Supervisor. Daily contact with students, College staff and faculty.

**SKILLS, KNOWLEDGE AND ABILITIES:**

Written communication, verbal and electronic communication, presentation, organization and problem solving skills. Knowledge of institutional standard computer software and hardware. Ability to manage own time, meet deadlines, set priorities, work independently and work as part of a team. Knowledge of PC networks/server/client environments. Microcomputer repair experience and knowledge of web-based publishing. Ability to troubleshoot network connection and operating systems.

**WORKING CONDITIONS:**

Work is primarily performed at a PC while seated in an office environment and while standing in a computer lab environment.

Must be able to lift 50 lbs. or more.

Employees may be required to perform other job-related duties as assigned. All requirements are subject to change over time, with possible modifications made to reasonably accommodate individuals with a disability.