

**NC State University Band Specification
Technology Support Technician**

TST Spec.

Description of Work:

This is technical work in providing consultation, support, and/or training to end-users of computer or other technology-based systems. Employees may provide basic support of hardware, applications and operating systems, and networking. This function requires a broad understanding of a variety of technologies to effectively support end-users. These employees are not usually involved in application development, system integration or network design/analysis. This work requires particularly strong communication skills, an ability to effectively interact with a broad range of end-users and an ability to use a variety of technical resources for providing this support. Employees at this level may provide routine support for a broad range of technologies, or may provide in-depth support for a more narrowly defined area of technology.

Competencies:

Core	Contributing	Journey	Advanced
Teamwork	Works as a team member by doing own share of work and listens to and acts on expressed needs.	Plans and works on shared or joint projects and coordinates with others to achieve agreed upon outcomes.	Leads team efforts and assesses the skills and strengths of individuals within a team.
Organization Awareness	Understands basic operation of functional unit.	Exhibits working knowledge of organization and relationships for problem solving.	Exhibits in-depth knowledge of organization and relationships (formal and informal).
Effective Communication	Presents ideas clearly either in writing or verbally. Communicates in methods appropriate to situation and client.	Interprets and communicates information. Independently solicits appropriate information and selects best method or format for presenting it to the client. Clearly conveys ideas on non-routine subjects or in a non-standard manner.	Interprets and communicates information, ideas and instruction. Uses persuasion and negotiation to build cooperation and consensus towards decisions. Translates advanced technical issues into understandable terms for non-technical users.

Functional	Contributing	Journey	Advanced
Customer Service	Demonstrates ownership of customer issues and independently seeks solutions.	Establishes a positive relationship by demonstrating a sense of urgency in interactions with clients.	Proactively promotes positive customer relationships and mentors others to ensure customer satisfaction.
Planning and Organizing	Works independently on tasks, developing own work schedule and monitoring progress against defined parameters.	Organizes and follows complex and/or detailed technical procedures. Works independently and performs job with minimal supervision.	Creates ad hoc work groups to analyze problems, develop solutions, and communicate solutions effectively.
Project Management	Serves as a productive project team member by completing assigned tasks.	Manages technical projects involving own work and under minimal supervision.	May lead projects that require directing the work of others and with some latitude on actions or decisions. May manage timelines and resources, and may lead implementation efforts to completion.

NOTE: This is a generalized representation of positions in this class and is not intended to identify essential functions per ADA. Examples of work are primarily essential functions of the majority of positions in this class, but may not be applicable to all positions.

May 1, 2004

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Functional	Contributing	Journey	Advanced
Technical Knowledge	Exhibits basic knowledge of technology principles and terminology associated with the work unit.	Exhibits working knowledge as demonstrated by an understanding and use of the general principles, theories and practices pertinent to area of responsibility.	Exhibits advanced knowledge as demonstrated by an in-depth understanding and use of general principles, theories and practices pertinent to the area of responsibility.
Technical Solution Development	N/A	Documents solutions that solve client problems and clearly presents these solutions.	Exhibits knowledge of other work specialties and the ability to integrate this knowledge to develop and communicate solutions.
Technical Support	Resolves routine problems based on existing documentation, training, resources, etc. Solicits relevant information from client in order to sufficiently describe non-routine problems to technical expert, and effectively communicate solution to client.	Independently resolves routine and some non-routine problems through standard troubleshooting procedures. Performs routine diagnostics on assigned software and/or hardware according to standard operating procedures.	Identifies trends and makes suggestions for technical modifications to prevent existing problems. Makes decisions based on weighing options and consequences.
Consultancy Skills	Determines client needs and effectively communicates back to technical experts.	Proactively verifies problem resolution.	Consults with clients and higher-level technicians and analysts to resolve technical problems.

Minimum Training and Experience:

Graduation from high school and one year of experience in the field of technology related to the position's role. Coursework in computer or information technology may be substituted year-for-year for the required experience.

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