## JOB DESCRIPTION-IT SUPPORT TECHNICIAN II

**General Description/ Primary Purpose:**

The I.T. Support Technician II provides advanced technical support for faculty, staff, and students, resolving complex issues related to hardware, software, networking, and enterprise systems. This position encompasses all responsibilities of an I.T. Support Technician I (Tier I) while also serving as an escalation point for more complex technical problems. The role requires strong problem-solving skills, the ability to work independently, and the capacity to document, train, and support Tier I staff when needed. This position reports to the IT Director / Systems Administrator / Network Administrator.

**Classification:** Full-Time, Non-Exempt Staff

**Salary:** Commensurate with qualifications and experience, plus  full fringe benefits.

**Appointment:** 12-month appointment

**Overview:**

Murray State College is a small, open-door community college that provides personal growth and professional success opportunities to students of all educational backgrounds. Employees at MSC will flourish in a family-like environment that offers collegiate support and opportunities for advancement.

Located in the heart of the Chickasaw Nation, MSC's service area comprises small towns with a low cost of living and numerous natural attractions which offer fishing, hiking, and camping. Conveniently located within a two-hour drive of Dallas and Oklahoma City, MSC offers the best of both worlds: small-town life with access to big-city offerings.

**Description of Job Functions:**

1. Respond to and resolve help desk tickets related to end-user hardware, software, printing, and account access.
2. Provide first-level troubleshooting for desktops, laptops, mobile devices, classroom technology, and peripheral equipment.
3. Assist users with password resets, MFA setup, and account management.
4. Install, configure, and update standard applications and operating systems.
5. Set up new user accounts, email, and workstation profiles.
6. Maintain inventory of assigned IT assets.
7. Document support requests, resolutions, and procedures in the IT ticketing system.
8. Provide excellent customer service and clear communication with end users.
9. Serve as the escalation point for unresolved Tier I issues.
10. Perform advanced troubleshooting of operating systems, enterprise applications, and network connectivity issues.
11. Support servers, virtualization platforms, and enterprise-level systems as delegated.

12. Manage user/group permissions and security policies within Active Directory and other directory services.
13. Assist in deployment and management of endpoint security, patching, and imaging systems.
14. Troubleshoot and support classroom AV systems and conference technology.
15. Provide technical assistance with specialized applications (ERP, LMS, etc.).
16. Assist with network device support (switches, access points, VoIP, etc.) under supervision of senior staff.
17. Train and mentor Tier I technicians, including developing and maintaining technical documentation.
18. Participate in project rollouts, system upgrades, and migrations.
19. Monitor IT systems and alerts, escalating to senior staff when required.
20. Ensure compliance with IT policies, security standards, and data protection requirements.
21. All other duties assigned.
22. To meet objectives of virtual work-related situations and/or extended periods when working from home, all faculty and staff must have access to 24/7 reliable off-campus Internet.
23. Complete National Incident Management Systems (NIMS) Training: General Role: IS-100.HE and IS-700.

**Required Knowledge, Skills, and Abilities:**

Individuals must possess the knowledge, skills, and abilities listed below or be able to explain and demonstrate performance of the essential job function, with or without reasonable accommodation, by using some other combination of skills and abilities.

- Strong knowledge of Windows and macOS environments.
- Experience with Active Directory, Office 365/Google Workspace, and ticketing systems.
- Familiarity with networking concepts (TCP/IP, DNS, DHCP, VPN).
- Ability to troubleshoot complex hardware/software issues independently.
- Strong documentation, communication, and customer service skills.
- Ability to manage multiple priorities in a fast-paced environment.
- Professionally and effectively communicate orally and in writing.
- Be knowledgeable about Murray State's mission, purpose, and enrollment and engagement goals.
- Establish and maintain effective working relationships with faculty and staff in addition to all populations the college serves.
- Demonstrate experience of, or willingness in, working effectively in a culturally diverse workplace and/or serving clientele from a variety of racial and cultural backgrounds.

**Other Ergonomic Requirements:**

Performance of job functions related to instruction requires some amount of stooping, reaching, lifting, walking, and carrying of supplies and light equipment. Ability to lift and move computer equipment (up to 50 lbs). Frequent standing, walking, and working in office/classroom/lab environments. All individuals are required to be able to perform the movements without significant risk of injury to themselves or others, or to otherwise demonstrate or explain how they can perform the essential functions of the job.

**Hours:**

Monday- Thursday, 8:00 a.m. to 5:00 p.m. and Friday, 8:00 a.m.- 12 noon (37.5 hour work week). May require occasional evening or weekend hours to support system upgrades or events. A flex schedule may be utilized if the area supervisor finds it necessary for the functionality of the department. Compensation time can be used if approved by the supervisor and the area Vice President in advance, per Murray State policies and procedures.

**Qualification Standards:**

1. **Minimum Educational Qualification:** Associate's degree in Information Technology, Computer Science, or related field (Bachelor's preferred). Industry certifications (CompTIA A+, Network+, Security+, MCSA, etc.) preferred.
2. **Minimum Experience:** 2+ years of IT support experience, including Tier I functions.
3. **Professionalism:** Employees of MSC are expected to demonstrate dedication to teaching and to show professional competence, integrity, and enthusiasm in the performance of all responsibilities.
4. **Image:** MSC employees are expected to maintain a neat, well-groomed, and professional image at all times.
5. **Background Check:** The successful candidate must give permission to have a formal background check conducted prior to employment for this position.

**Application process:**
1. Letter of Application
2. Resume
3. Unofficial college transcript(s). NOTE: Official transcript(s) required upon employment.
4. Murray State College employment application.
5. Background Check Consent Form

**Submit to:**
Human Resources Office
Murray State College
One Murray Campus, Suite AD 104
Tishomingo, OK 73460
mscemployment@mscok.edu