

JOB DESCRIPTION

DUTY TITLE: Learning Resource Center IT Support

SUPERVISOR: Site Lead

LOCATION: Tinker AFB, Oklahoma

PURPOSE OF POSITION

Provide assistance to local Information Assurance Technician (IAT).

MINIMUM QUALIFICATIONS

Education: High School diploma required. Associates degree in Computer Science or related field preferred.

Training and Experience: A+ CE, CCNA-Security, CND, Network+ CE, or SSCP. Minimum of three (3) years' experience as a Systems Administrator.

General Skills: Must be able to handle multiple tasks, a self-starter, flexible in work assignments, detail oriented, highly organized, possess good interpersonal and written communication skills, and work under limited supervision.

Computer Skills: Proficient in Microsoft Server 2016 and later, Active Directory, Windows 10 OS, Microsoft Office Suite, Adobe Creative Cloud Suite, and Web Page Design. Familiar with network related hardware and software.

Security Clearance: Must be able to obtain a "Secret" clearance.

DUTIES AND RESPONSIBILITIES

- Provide assistance in the use of the Learning Resource Center (LRC) and Electronic Classrooms (ECRs) and their related equipment.
- Manage staff and student accounts on the training network.
- Assist in use of and accessing the Learning Management System (LMS).
- Daily checks of LRC and ECR equipment and report status of LRC and ECR equipment.
- Perform general cleaning of LRC and ECR equipment.
- Restocking of classrooms with applicable training support materials.
- Assist with sustainment of Platform Information Technology (PIT) designation of Learning Resource Center (LRC).
- Create Student and Instructor accounts and reset accounts as needed.
- Enroll classes in the LMS.
- Perform basic help desk functions.
- Perform other incidental and related duties as required and assigned.

NOTE:

In filling a vacant position, preferred or required credentials regarding education, training, experience, skills, and other bona fide occupational qualifications may be established. The credentials shown in this job description may be interpreted only as the minimum criteria existing at the time the description was developed. Other bona fide occupational qualifications and criteria may be utilized as needed in the selection process.

The duties listed above are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related, or a logical assignment to the position.

The job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirement of the job change.

The order of duties and responsibilities listed in this job description is not designed or intended to rank the duties and responsibilities in any order of importance relative to each other.



Regards,
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