

MINUTES OF  
REGULAR MEETING OF  
BOARD OF TRUSTEES  
CLINTON COMMUNITY COLLEGE  
HELD TUESDAY, APRIL 21, 2026 AT 5:00 PM  
INSTITUTE FOR ADVANCE MANUFACTURING CONFERENCE ROOM & TEAMS  
CLINTON COMMUNITY COLLEGE  
PLATTSBURGH, NEW YORK

BOARD OF TRUSTEES MEMBERS PRESENT:

Devi Momot, Chairperson; David Favro, Treasurer, Merritt Billiter, Eddie Webbinaro, Mark Sand, Jonathan Carmen, Tucker Angelopoulos, Student Trustee

BOARD OF TRUSTEES MEMBERS ABSENT (EXCUSED):

Mark Leta, Molly Ryan

ADMINISTRATORS/GUESTS PRESENT:

Ken Knelly, Acting President; Sam Gerolimatos, Director of Budgeting and Finance; Ryan Hamel, HR Director; Steven Frederick, Vice President for Institutional Advancement; Patti LaDuke, Dean of Students, Sarah Jennette, Faculty Association Co-President (remote), Barbara Golden, New Location Liaison; Jennifer Facticeau-Rabideau, Legislator

SECRETARY TO THE BOARD:

LeAnn Yelton

CALL TO ORDER:

Chairperson Momot called the meeting to order at 5:00pm. Chairperson Momot asked for attendance to be taken. Quorum reached.

PUBLIC COMMENT: None

ADMINISTRATION REPORTS

GENERAL REPORT & ADMINISTRATIVE REPORTS.....Ken Knelly

Mr. Knelly shared the following information:

- Early fall enrollment numbers are strong, continuing a positive upward trend for the College.
- Clinton Correctional Facility is being added to the PEP program, bringing approximately \$50,000 in support to help facilitate the transition and expansion of programming.
- Marketing efforts continue to show strong results, with SUNY recognizing the significant progress made; Zach's work in this area has been particularly impactful. Middle States representatives recently visited the new sites, including the Altona facility, as part of ongoing accreditation and program expansion efforts.
- The College secured its first company participation for manufacturing training at the Institute for Advanced Manufacturing (IAM), marking an important milestone in workforce development initiatives.
- Additional funding has been secured through Academic Momentum to expand efforts in data analytics, supporting stronger baseline data and continued progress in key performance areas.

ADMINISTRATIVE REPORTS: If anyone has questions, please reach out to members of Cabinet.

REPORT OF THE FINANCE COMMITTEE.....MR. LETA, CHAIR  
 Mr. Leta was not present, Mr. Carmen shared that there is an updated forecast, working through budget for IAM and the audit will be discussed at the next meeting.

REPORT OF BUILDINGS & GROUNDS COMMITTEE..... MR. BILLITER, CHAIR  
 Mr. Billiter had no report to share.

REPORT FROM STUDENT TRUSTEE/STUDENT SENATE.....MR. ANGELOPOULOS  
 Mr. Angelopoulos had no report to share.

REPORT ON NEGOTIATIONS..... MS. MOMOT, CHAIR  
 Ms. Momot shared there have been a few communications an up

REPORT ON FOUNDATION.....MS. RYAN, BOARD LIAISON  
 Ms. Ryan was not present, Mr. Frederick shared information about the upcoming press conference for our 60<sup>th</sup> anniversary and going public for the naming campaign.

**NEW BUSINESS:**

RESOLUTION NO. 24 (2025-2026):  
 THE BOARD OF TRUSTEES OF CLINTON COMMUNITY COLLEGE HEREBY APPROVES THE MINUTES FOR THE MARCH 24, 2026 BOARD MEETING.  
 Motion by Mr. Favro, seconded by Mr. Webbinaro, and carried unanimously by Members present as recommended by Ken Knelly.

RESOLUTION NO. 25 (2025-2026):  
 BOARD OF TRUSTEES OF CLINTON COMMUNITY COLLEGE HEREBY APPROVES THE CONSENT AGENDA FOR THE APRIL 21, 2026 BOARD OF TRUSTEES MEETING.  
 Motion by Mr. Carmen, seconded by Mr. Webbinaro, and carried unanimously by members present as recommended by Ken Knelly.

**Consent Agenda**

- **Personnel Appointments Recommendations at the April 21, 2026, Board of Trustees meeting.**
- **Personnel Reappointments Recommendations at the April 21, 2026, Board of Trustees meeting.**
- **Personnel Promotions Recommendations at the April 21, 2026, Board of Trustees meeting.**
- **Personnel Resignation Recommendations at the April 21, 2026, Board of Trustees meeting.**
- **Job Descriptions Recommendations at the April 21, 2026, Board of Trustees meeting.**

Appointment	Stanley Kissel	Director of Community Education	April 1, 2026 – August 31, 2026	Prorated annualized salary of \$64,030.50
-------------	----------------	---------------------------------	---------------------------------	---

Appointment	Vatsal Gohel	Director of Institutional Research	April 10, 2026 – August 31, 2026	Prorated annualized salary of \$59,250.00
Reappointment	Coreen Piekarski	ASAP Student Support Services Counselor	September 1, 2026 – August 31, 2027	
Reappointment	Daniel Parker	Admissions Advisor	September 1, 2026 – August 31, 2027	
Reappointment	Danielle O'Mara	Learning Resource Specialist	September 1, 2026 – August 31, 2027	
Reappointment	Chrisa O'Connell	ASAP Program Director	September 1, 2026 – August 31, 2027	
Reappointment	Mary Anne Lake	Learning Skills Coordinator	August 1, 2026 – August 31, 2026	
Reappointment	Mary Anne Lake	Learning Skills Coordinator	September 1, 2026 – May 31, 2027; August 1, 2027 – August 31, 2027	
Reappointment	Keri Denchick	Financial Aid Advisor	September 1, 2026 – August 31, 2027	
Reappointment	Kathleen Bedard	Nursing Skills Lab Assistant (Part-Time)	September 1, 2026 – August 31, 2027	
Reappointment	Kathleen Bedard	Immunization Coordinator (Secondary Position)	September 1, 2026 – August 31, 2027	
Reappointment	Hannah Dixon	Financial Aid/Admissions Advisor	September 1, 2026 – August 31, 2027	
Reappointment	John Church	Admissions Advisor	September 1, 2026 – August 31, 2027	
Reappointment	Christina Cannon	Student Support Services Counselor	September 1, 2026 – August 31, 2027	
Reappointment	Breanna Warren	Student Support Services Adult Student Advisor	September 1, 2026 – August 31, 2027	
Reappointment	Zachary Ribert	Director of Marketing and Communications	September 1, 2026 – August 31, 2027	

Reappointment	Sharon Waldenmaier	Assistant Bursar	September 1, 2026 – August 31, 2027	
Reappointment	Vatsal Gohel	Director of Institutional Research	September 1, 2026 – August 31, 2027	
Reappointment	Gabriella Burnett	Administrative Assistant to Admissions and Financial Aid	September 1, 2026 – August 31, 2027	
Reappointment	Jessie Pokorny	Director of Information Technology Services and Network Administration	September 1, 2026 – August 31, 2027	
Reappointment	Ashley Page	Student Enrollment/CRM Specialist	September 1, 2026 – August 31, 2027	
Reappointment	Elaine Noble	Associate Director of Institutional Advancement	September 1, 2026 – August 31, 2027	
Reappointment	Darlene McPherson-Burnham	Assistant Controller	September 1, 2026 – August 31, 2027	
Reappointment	Stanley Kissel	Director of Community Education	September 1, 2026 – August 31, 2027	
Reappointment	Neil Epstein	Director of Campus Life	September 1, 2026 – August 31, 2027	
Reappointment	Ellen Nesbitt	Administrative Assistant for Workforce Development and Community Education	September 1, 2026 – August 31, 2027	
Reappointment	Anne El Gornati	Senior Accountant	September 1, 2026 – August 31, 2027	
Reappointment	Michelle Roseberry	Director of Financial Aid	September 1, 2026 – August 31, 2027	
Reappointment	Kevin Daugherty	Director of Athletics	September 1, 2026 – August 31, 2027 (max 29 hrs/week)	
Reappointment	Morgan Brunet	Accountant	September 1, 2026 – August 31, 2027	
Reappointment	Brigitte Calisti	Administrative Assistant for Academic Affairs	September 1, 2026 – August 31, 2027	

Reappointment	Holly Barcomb	Bursar	September 1, 2026 – August 31, 2027	
Reappointment	Eugene Ayotte	Systems Programmer/Analyst	September 1, 2026 – August 31, 2027	
Promotion	Ian Burcroff	Associate Professor to Professor	Effective September 1, 2026	Prorated annualized salary of \$64,231.00
Promotion	Dawn Maille	Associate Professor to Professor	Effective September 1, 2026	Prorated annualized salary of \$64,231.00
Promotion	Jarrod Cone	Associate Professor to Professor	Effective September 1, 2026	Prorated annualized salary of \$64,231.00
Resignation	Madison Cragle	Typist	Effective April 24, 2026	
Job Description	Director of Institutional Research	New	Attachment A	
Job Description	Director of Information Technology	Revised	Attachment B	
Job Description	IT Systems Specialist	New	Attachment C	
Job Description	IT Help Desk Technician	New	Attachment D	

A motion was made by Ms. Momot to move into executive session for the purpose of discussing employment negotiations. It was seconded by Ms. Billiter.

---

MINUTES OF  
 EXECUTIVE SESSION OF  
 BOARD OF TRUSTEES  
 CLINTON COMMUNITY COLLEGE  
 HELD TUESDAY, APRIL 21, 2026 AT 5:17 PM  
 INSTITUTE FOR ADVANCE MANUFACTURING CONFERENCE ROOM AND TEAMS

CLINTON COMMUNITY COLLEGE  
PLATTSBURGH, NEW YORK

BOARD OF TRUSTEES MEMBERS PRESENT:

Devi Momot, Chairperson; David Favro, Treasurer, Merritt Billiter, Eddie Webbinaro, Mark Sand, Jonathan Carmen, Tucker Angelopoulos, Student Trustee

BOARD OF TRUSTEES MEMBERS ABSENT (EXCUSED):

Mark Leta, Molly Ryan

ADMINISTRATORS/GUESTS PRESENT:

Ryan Hamel, HR Director; Jennifer Facticeau-Rabideau, Legislator

SECRETARY TO THE BOARD:

LeAnn Yelton

A motion was made by Mr. Webbinaro to return to the regular session at 5:43 p.m. The motion was seconded by Mr. Favro.

---

MINUTES OF  
REGULAR MEETING OF  
BOARD OF TRUSTEES  
CLINTON COMMUNITY COLLEGE  
HELD TUESDAY, APRIL 21, 2026, AT 5:43: PM  
INSTITUTE FOR ADVANCE MANUFACTURING CONFERENCE ROOM & TEAMS  
CLINTON COMMUNITY COLLEGE  
PLATTSBURGH, NEW YORK

BOARD OF TRUSTEES MEMBERS PRESENT:

Devi Momot, Chairperson; David Favro, Treasurer, Merritt Billiter, Eddie Webbinaro, Mark Sand, Jonathan Carmen, Tucker Angelopoulos, Student Trustee

BOARD OF TRUSTEES MEMBERS ABSENT (EXCUSED):

Mark Leta, Molly Ryan

ADMINISTRATORS/GUESTS PRESENT:

Ryan Hamel, HR Director; Jennifer Facticeau-Rabideau, Legislator

SECRETARY TO THE BOARD:

LeAnn Yelton

NEXT MEETING: May 19 at 5:00 p.m. at the IAM Conference Room at 53 Clinton Point Drive.

ADJOURNMENT:

Motion by Mr. Favro, second by Mr. Carmen, that the meeting adjourns. The meeting adjourned at 5:44 p.m.

RECORDED BY

RESPECTFULLY SUBMITTED BY

ATTACHMENT A

**JOB DESCRIPTION**

<b>TITLE:</b>	Director of Institutional Research and Planning	<b>DEPARTMENT:</b>	Vice President for Academic Affairs
<b>SUPERVISOR</b>	Vice President for Academic Affairs	<b>CBU/MC:</b>	Coalition
<b>EEO CLASS:</b>	Professional	<b>FLSA STATUS:</b>	Non-Exempt
<b>RATE RANGE/BUDGET:</b>			

**SUMMARY**

Reporting to the Vice President for Academic Affairs, working closely with senior leadership, academic and administrative units, and external agencies, the Director of Institutional Research and Planning provides strategic leadership for the collection, analysis, interpretation, and communication of institutional data to support decision-making, planning, accreditation, and continuous improvement across the College. This role goes beyond data extraction and reporting to include high-level analysis, contextual interpretation, and executive-level communication of insights that inform institutional strategy, resource allocation, enrollment management, and student success initiatives.

The Director serves as the College’s chief authority on institutional data, ensuring accuracy, integrity, and appropriate use of information while fostering a campus-wide culture of evidence-based decision-making.

**QUALIFICATIONS**

1. Bachelor’s degree in higher education, institutional research, data analytics, or a related field, Masters preferred.
2. Demonstrated experience in institutional research, assessment, data analysis, and reporting within higher education or a comparable environment.
3. Advanced ability to synthesize complex data and communicate insights effectively in written, visual, and verbal formats to diverse audiences.
4. Proficiency with databases, SQL, spreadsheets, and statistical analysis tools; familiarity with survey tools and reporting platforms.
5. Strong leadership, project management, and collaborative skills, with the ability to influence decision-making at the senior level.

**KNOWLEDGE, SKILLS, AND ABILITIES**

1. Experience with accreditation processes and state, system, and federal higher education reporting requirements.
2. Familiarity with SUNY reporting systems, student information systems, and business intelligence tools.
3. Experience supporting grants and sponsored programs through data analysis, needs assessment, outcomes measurement, and required grant reporting; ability to translate institutional data into compelling narratives that strengthen grant proposals and demonstrate impact.
4. Commitment to innovation and advancing institutional effectiveness through data-informed strategy.

## **RESPONSIBILITIES:**

### **Strategic Leadership and Institutional Effectiveness**

1. Provide vision and leadership for institutional research, assessment, and planning functions across the College, integrating data into strategic, academic, financial, and enrollment planning efforts.
2. Actively cultivate and sustain a culture of assessment, continuous improvement, and data-informed decision-making.
3. Partner with senior leadership to define institutional performance indicators, evaluate outcomes, and communicate actionable recommendations.

### **Grants and Sponsored Programs Support**

1. Partner with Advancement, Sponsored Programs, and grant development teams to provide institutional data, needs assessments, and environmental scans that support competitive grant proposals.
2. Develop data-informed evaluation frameworks, performance metrics, and logic models to support grant design, compliance, and outcomes measurement.
3. Provide ongoing analytical support for funded grants, including required reporting, outcomes assessment, and impact analysis to demonstrate effectiveness and inform sustainability planning.
4. Ensure alignment between grant-funded initiatives, institutional priorities, accreditation standards, and strategic planning goals.

### **Data Analysis, Interpretation, and Reporting**

1. Oversee the collection, management, analysis, and interpretation of quantitative and qualitative data related to student success, retention, completion, enrollment trends, and institutional effectiveness.
2. Translate complex data sets into clear, meaningful narratives, dashboards, and reports for executive leadership, governance bodies, faculty, staff, and external stakeholders.
3. Serve as the primary institutional authority for responding to internal and external data requests, ensuring accuracy, consistency, and appropriate contextualization.

### **Compliance, Accreditation, and External Reporting**

1. Direct the preparation, analysis, and submission of required federal, state, and system-level reports, including SUNY, NYSED, IPEDS, and accreditation-related reporting.
2. Lead institutional reporting for Middle States accreditation, Institutional Effectiveness reports, and other mandated submissions.

3. Serve as the College's liaison to SUNY and other external agencies on institutional research and planning matters.

#### **Assessment, Surveys, and Program Review**

1. Provide leadership and oversight for institutional surveys, assessment activities, and program review processes, including analysis and campus-wide communication of results.
2. Support academic and administrative units in developing, assessing, and refining program and department-level outcomes and assessment plans.
3. Provide data and analytical support for professional and programmatic accreditation efforts.

#### **Systems, Infrastructure, and Data Governance**

1. Oversee institutional research systems, databases, and reporting infrastructure, working collaboratively with Information Technology to enhance data access, reliability, and usability.
2. Ensure data integrity, confidentiality, and compliance with applicable regulations and institutional policies.
3. Lead or coordinate system transitions and initiatives related to SUNY Institutional Research Information System (SIRIS) and business intelligence tools.

#### **Collaboration and Professional Engagement**

1. Serve on College committees and working groups related to planning, assessment, enrollment management, and institutional effectiveness.
2. Represent the College at relevant professional organizations and conferences, including SUNY AIRPO and related institutional research associations.
3. Perform other duties as assigned in support of the College's mission and strategic priorities.

**CREATION/REVISION DATES:**

ATTACHMENT B

**JOB DESCRIPTION**

<b>TITLE:</b>	Director of Information Technology (IT)	<b>DEPARTMENT:</b>	Information Technology
<b>SUPERVISOR</b>	Director of Human Resources	<b>CBU/MC:</b>	Coalition
<b>EEO CLASS:</b>	Professional	<b>FLSA STATUS:</b>	Exempt
<b>RATE RANGE/BUDGET:</b>			

## SUMMARY

The Director of Information Technology (IT) is responsible for managing the daily operation and monitoring of campus information technology, networking, information security, and telecommunications services. The Director provides leadership and coordination for the availability, accessibility, and security of campus information technology, networking and telecommunications services, and develops recommendations for strategies and technological solutions to address College needs. The Director is responsible for coordinating College-wide hardware and software support, to ensure reliable and cost-effective systems to meet the needs of the community.

## QUALIFICATIONS

- Bachelor's degree in computer science, electronics, or related discipline required. Additional coursework in programming, telecommunications, computer networking or other related areas is desired. Relevant current certification preferred
- A minimum of three years of experience supporting all aspects of Information Technology with expertise in network telecommunications and systems, design, engineering, troubleshooting and information security. Supervisory or management experience preferred.

## KNOWLEDGE, SKILLS, AND ABILITIES

- Working knowledge of and proficiency with computer, network, and telecommunications/telephony hardware and software and information security.
- A thorough working knowledge of data, communication and printer networks and network management techniques.
- Knowledge and ability to make programming changes to application software, interpret technical manuals and identify and correct hardware and software problems.
- Ability to interpret user needs and work effectively with users in an information exchange relationship.
- Excellent interpersonal skills with the ability to interact with all levels of faculty, students and administrative staff; ability to communicate effectively verbally and in writing.

## RESPONSIBILITIES:

- Management and administration of college network(s). Designs and oversee the maintenance of firewalls, Ethernet switches, bandwidth allocators, VPN, performance/troubleshooting, monitoring, maintain WAN connections, design/expansion of LAN, and Wireless Network. Provides Cloud system access. Performs computer center health assessments and system and server migration planning.

- Supports a myriad of network device connectivity. Provides overall management of all campus networking systems.
- Manages and supports cloud environments (including Microsoft 365) and all associated applications within those services, including SharePoint, OneDrive, Exchange Online, and Teams
- Provides overall Management and administration of campus telecommunications including the Microsoft Teams phone system and third-party digital faxing services.
- Manages College datacenter(s) and all physical and virtual infrastructure functions, including the following functions: Identify management systems, file servers, and application servers. Group policy design, backups, backup devices and virtualization infrastructure. Storage area networks maintenance. Cloud application engineering and support, user provisioning, email provisioning procedures and maintenance systems, Citrix farm, network printers, licensing servers, operating system patching systems, computer security systems and support Desktop network related issues. Provides overall staff training, help. Serves as the IT lead for incident response on all systems, servers, datacenter functions, service affecting events, and emergencies.
- Coordinates external data access (e.g. SUNY Central, federal and state agencies) as required.
- Supervises Information Technology staff, providing directions, training, and support.
- Creates department plans, goals and budgets to meet the College's strategic goals.
- Participates with SUNY conferences, monthly calls and distribution list servers.
- Creates, reviews and engages in contracted professional services engagements and maintenance contracts.
- Information Security (ISO) duties including vulnerability management, managing penetration tests, performing audits and remediation. Analyzes and monitors network traffic and system logs. Performs security awareness and risk assessment tasks. Investigates security incidents, provides forensic data, logs information and maintains confidentiality in investigations. Maintains and advises on access control lists. Keeps abreast of latest security threats and solutions. Provides overall guidance and direction for all campus authentication and authorization systems.
- Performs other related duties as assigned.

**CREATION/REVISION DATES:** Updated 04.06.2026

## ATTACHMENT C

### JOB DESCRIPTION

<b>TITLE:</b>	IT Systems Specialist	<b>DEPARTMENT:</b>	Information Technology
<b>SUPERVISOR</b>	Director of Information Technology	<b>CBU/MC:</b>	Coalition
<b>EEO CLASS:</b>	Professional	<b>FLSA STATUS:</b>	Non-Exempt
<b>RATE RANGE/BUDGET:</b>	\$55,000.00 - \$60,000.00		

## **SUMMARY**

The IT Systems Specialist provides advanced technical support, analysis, and operational insight to support the College's information technology environment. Building on the foundational work of the IT Help Desk Technician, this position focuses on identifying trends, resolving complex issues, improving service delivery, and supporting IT systems and processes. The Specialist serves as a key escalation point for help desk issues and plays an active role in system analysis, documentation, and continuous improvement initiatives.

## **QUALIFICATIONS**

1. Associate's degree in Information Technology, Computer Science, or a related field, or equivalent combination of education and experience. Bachelor's preferred.
2. Demonstrated experience in an IT help desk or technical support role.
3. Strong analytical and problem-solving skills, with the ability to identify patterns and root causes of technical issues.
4. Experience using IT ticketing systems (e.g., Team Dynamix or similar) to analyze service trends and workload.
5. Working knowledge of Microsoft 365, Windows operating systems, and enterprise IT environments.
6. Ability to document technical processes, workflows, and system configurations.
7. Strong communication skills with the ability to collaborate across departments.
8. Understanding data security, FERPA, and information privacy requirements in higher education.

## **KNOWLEDGE, SKILLS, AND ABILITIES**

1. Experience supporting Microsoft Teams, including VoIP phone services.
2. Familiarity with basic networking concepts, endpoint management, or system administration tools.
3. Experience participating in IT projects or system implementations.

## **RESPONSIBILITIES:**

### Advanced User and Systems Support

1. Serve as an escalation point for complex or unresolved help desk issues.
2. Troubleshoot advanced hardware, software, and system-level issues beyond first-level support.
3. Provide advanced support for Microsoft Teams and Teams-based VoIP phone services.

### Analysis and Continuous Improvement

1. Analyze help desk tickets and service data within the IT ticketing system to identify recurring issues, trends, and opportunities for improvement.
2. Recommend process improvements, system changes, or user training based on data analysis.
3. Assist in developing service standards, workflows, and best practices.

### Systems and Operational Support

1. Assist with system configuration, testing, and deployment of IT solutions.
2. Support endpoint management, software rollouts, and technology refresh initiatives.
3. Participate in IT projects, upgrades, and pilot implementations.

### Documentation and Knowledge Management

1. Develop and maintain technical documentation, procedures, and knowledge base articles.
2. Assist in training help desk staff and student workers on systems, tools, and procedures.
3. Support onboarding and technology orientation for new employees as assigned.

### Security and Compliance

1. Assist in monitoring and supporting IT security practices and access controls.
2. Identify and report potential security incidents or compliance issues.
3. Ensure systems and processes comply with College policies and regulatory requirements.

### Other Duties

1. Participate in departmental planning, meetings, and training.
2. Collaborate with other IT staff on operational and strategic initiatives.
3. Perform other related duties consistent with the scope of the position.

**CREATION/REVISION DATES:** 03.26.2026;

ATTACHMENT D

**JOB DESCRIPTION**

<b>TITLE:</b>	IT Help Desk Technician	<b>DEPARTMENT:</b>	Information Technology
<b>SUPERVISOR</b>	Director of Information Technology	<b>CBU/MC:</b>	Coalition
<b>EEO CLASS:</b>	Professional	<b>FLSA STATUS:</b>	Non-Exempt
<b>RATE RANGE/BUDGET:</b>	\$45,000.00 - \$50,000.00		

## SUMMARY

The IT Help Desk Technician serves as the primary point of contact for technology support for faculty, staff, and students at the College. This position provides first-level technical assistance, troubleshooting, and customer service for computer hardware, software, classroom technology, and campus systems. The IT Help Desk Technician supports teaching, learning, and administrative operations while maintaining a high standard of professionalism, service quality, and information security.

## QUALIFICATIONS

1. Associate's degree in Information Technology, Computer Science, or a related field, or an equivalent combination of education and relevant experience. Bachelor's degree preferred.
2. Working knowledge of Windows operating systems and common desktop applications.
3. Strong customer service orientation with the ability to communicate technical information clearly to non-technical users.
4. Ability to troubleshoot hardware, software, and basic network issues using a logical and methodical approach.
5. Ability to work effectively with a diverse campus community, including students, faculty, and staff.
6. Ability to maintain confidentiality and comply with FERPA, data privacy, and institutional policies.

## KNOWLEDGE, SKILLS, AND ABILITIES

1. Experience providing IT support in a higher education or public sector environment.
2. Familiarity with Microsoft 365, learning management systems, and enterprise IT environments.
3. Experience using IT ticketing systems and remote support tools.
4. Relevant technical certifications (e.g., CompTIA A+, Microsoft).

## RESPONSIBILITIES:

1. Serve as the first point of contact for IT support requests via ticketing system, phone, email, and in-person assistance.
2. Provide timely, courteous, and effective technical support to faculty, staff, and students with varying levels of technical proficiency.
3. Install, configure, troubleshoot, and maintain desktop and laptop computers, printers, and peripherals.
4. Diagnose and resolve issues related to operating systems, software applications, and college-supported technologies.

5. Assist users with account access issues, including password resets and authentication, in accordance with security policies.
6. Support classroom and instructional technology, including projectors, computers, and audio-visual equipment.
7. Respond to classroom technology issues during instructional hours as assigned.
8. Accurately document service requests, troubleshooting steps, and resolutions in the IT ticketing system.
9. Escalate complex or unresolved issues to appropriate IT staff while maintaining ownership of the request.
10. Assist with technology deployments, refresh cycles, inventory tracking, and IT projects as assigned.
11. Follow all College policies related to information security, FERPA, acceptable use, and data privacy.
12. Maintain confidentiality of sensitive student, employee, and institutional information.
13. Attend required training sessions and departmental meetings.
14. Perform other related duties consistent with the scope of the position.

**CREATION/REVISION DATES: 03.26.2026;**