

Technician, ACCelerator Support  
Austin Community College

Direct Link: <https://www.AcademicKeys.com/r?job=262358>

Downloaded On: Sep. 11, 2025 3:31pm

Posted Sep. 11, 2025, set to expire Nov. 29, 2025

**Job Title** Technician, ACCelerator Support  
**Department** Staff  
**Institution** Austin Community College  
Austin, Texas

**Date Posted** Sep. 11, 2025

**Application Deadline** Open until filled  
**Position Start Date** Available immediately

**Job Categories** Professional Staff

**Academic Field(s)** Administration - Other

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**Job Description**

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**Technician, ACCelerator Support**

**Austin Community College**

**Job Posting Closing Times:** Job postings are removed from advertising at **12:00 A.M.** on the closing date e.g., at midnight on the day before the closing date.

Austin Community College employees are required to maintain a domicile in the State of Texas while working for the college and throughout the duration of employment. -[AR 4.0300.01](#)

[If you are a current Austin Community College employee, please click this link to apply through your Workday account](#)

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Austin Community College is a public two-year institution that serves a multicultural population of approximately 41,000 credit students each Fall and Spring semester. We embrace our identity as a community college, as reflected in our mission statement. We promote student success and community development by providing affordable access, through traditional and distance learning modes, to higher education and workforce training, including appropriate applied baccalaureate degrees, in our service area.

As a community college committed to our mission, we seek to recruit and retain a workforce that:

- Values intellectual curiosity and innovative teaching
- Is attracted by the college's mission to promote equitable access to educational opportunities
- Cares about student success and collaborates on strategies to facilitate success for populations including; first generation college students, low-income students, and students from underserved communities.
- Focused on student academic achievement and postgraduate outcomes
- Welcomes difference and models respectful interaction with others
- Engages with the community both within and outside of ACC

**Job Posting Title:**

Technician, ACCelerator Support

**Job Description Summary:**

To maintain, install, and support Austin Community College (ACC) ACCelerator computers, printers, peripheral and multimedia equipment; provide basic network support functions and customer assistance services.

**Job Description:**

**Description of Duties and Tasks**

1) Provides first-level student and staff/faculty support, customer service, and technical assistance for the ACCelerator.

2) Assists with software and hardware-related problems, and appropriately coordinates second-level

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requests through the submission of Technical Support Service tickets.

3) Remains visible and available to all students, faculty, and guests requiring technical assistance.

4) Stays updated with campus technology changes and problems and remain acquainted with the college's help resources.

5) Monitors student and faculty activity in the ACCelerator by conducting walkthroughs and providing front desk support (e.g. checking in students and visitors) as needed.

6) Operates, installs, maintains, and troubleshoots ACCelerator equipment. Sets up, configures, and calibrates new and existing equipment. Performs routine maintenance (e.g. dusting, cleaning, logging off workstations, etc.) and repair.

7) Writes instructions and standard operating procedures for equipment operation.

8) May schedule, train, and monitor the work of hourly assistants and other staff/faculty.

9) Participates in special projects or assignments based on the unique needs of the ACCelerator.

### **Knowledge**

- \* The capabilities of computer hardware, software, and operating systems.
- \* Hardware, software, and peripheral equipment troubleshooting techniques.
- \* Basic network support and remote printer management procedures.
- \* Job-related technical terminology.

### **Skills**

- \* Accountable for inventory/property management.
- \* Make recommendations that impact the budget.
- \* Maintaining an established work schedule.

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- \* Effectively using organizational and planning skills.
- \* Operating and maintaining computer and peripheral equipment safely and competently.
- \* Using basic tools and procedures for maintaining computers and peripheral devices.
- \* Responding professionally, effectively, and efficiently to customer service requests.
- \* Prioritizing multiple tasks, projects, and demands.
- \* Maintaining confidentiality of work-related information and materials.
- \* Establishing and maintaining effective working relationships
- \* Effectively using interpersonal and communications skills.

**Technology Skills**

- \* Use a variety of operating systems (i.e. Windows, MacOS, etc.), spreadsheets, word processing, databases, and presentation software.
- \* Use network domain systems.

**Required Work Experience**

- \* One year of related work experience.

**Required Education**

- \* High school diploma or educational equivalent.

**Required Licenses/Certifications**

- \* Depending on the assignment, specific technical certifications may be required.

**Physical Requirements**

- \* Work is performed in a variety of settings.



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\* Subject to standing, walking, sitting, bending, reaching, pushing, and pulling, and at times subject to stooping, crawling, and climbing.

\* May need to lift heavy objects of up to 50 pounds and occasionally up to 100 pounds.

\*Note that hours/shifts are subject to changes contingent on the needs of the department.

**Salary Range**

PG - \$47,840 - \$50,188

**Number of Openings:**

1

**Job Posting Close Date:**

September 20, 2025

**Clery Act**

As required by the US Department of Education, employees are required to report violations under Title IX and, under the Jeanne Clery Disclosure of Campus Security Policy and Crime Statistics Act (Clery Act), select individuals are required to report crimes. If this position is identified as a Campus Security Authority (Clery Act), you will be notified, trained, and provided resources for reporting.

**Disclaimer**

The above description is an overview of the job. It is not intended to be an all-inclusive list of duties and responsibilities of the job, nor is it an all-inclusive list of the skills and abilities required to do the job. Duties and responsibilities may change with business needs. ACC reserves the right to add, change, amend, or delete portions of this job description at any time, with or without notice. Employees may be required to perform other duties as requested, directed, or assigned. In addition, reasonable accommodations may be made by ACC at its discretion to enable individuals with disabilities to perform essential functions of the job.

**To apply, please visit:** [https://austincc.wd1.myworkdayjobs.com/en-US/External/job/Highland-Campus/Technician--ACCelerator-Support\\_R-7757](https://austincc.wd1.myworkdayjobs.com/en-US/External/job/Highland-Campus/Technician--ACCelerator-Support_R-7757)



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**Contact Information**

Please reference Academickeys in your cover letter when applying for or inquiring about this job announcement.

**Contact**

Staff

Austin Community College

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