

COMPUTER FACILITIES ASSISTANT

DEFINITION

Under general supervision, provides instructors, students, and faculty technical support and training on the use of software, personal computers, printers, peripheral equipment, and network systems hardware within an assigned instructional laboratory and/or department; resolves computer application problems and troubleshoots hardware malfunctions; provides support and installation for software of assigned laboratory or department, desktop computer applications, and Internet/Intranet including e-mail; installs, configures, and repairs personal computer hardware and software systems and data communication facilities.

SUPERVISION RECEIVED AND EXERCISED

Receives general supervision from assigned supervisory and managerial staff. Exercises no supervision of staff.

CLASS CHARACTERISTICS

This is the first level in the Computer Facilities Assistant class series responsible for maintaining and troubleshooting application software and hardware in an assigned instructional laboratory and/or department. Incumbents at this level receive only occasional instruction or assistance as new or unusual situations arise and are aware of the operating procedures and policies of the work unit. The work involves frequent coordination of multiple concurrent activities. This classification is distinguished from the Lead Computer Facilities Assistant by the latter's level of autonomy and in that the latter performs more complex support and is a resource for lower level positions. This classification is further distinguished from the IT Support Technician class series in that it provides technical support to an assigned instructional laboratory, department, or academic discipline, as opposed to District-wide support provided by the latter, and has expertise in the discipline specific software(s) utilized by assigned area.

EXAMPLES OF ESSENTIAL FUNCTIONS (Illustrative Only)

1. Evaluates, responds to, and resolves requests for technical support from instructors, students, and departmental staff experiencing problems with hardware, software, networking, and other computer related technologies.
2. Diagnoses problems, performs remedial actions to correct problems, and/or recommends and determines solutions.
3. Researches, resolves, and follows up on user problems; refers more complex problems to specialized or higher-level personnel.
4. Delivers, installs, or assists personnel in the installation of personal computers, software, and peripheral components.
5. Responds to inquiries concerning operating systems and diagnoses system hardware, software, and operator problems; installs, maintains, and upgrades operating systems and software packages across disparate platforms.
6. Tests, clones, loads, and configures specified software packages onto computers and mobile devices; may modify specific applications for use by department; deploys software, settings, scripts, and batch files to workstations remotely.
7. Maintains documentation database as used by the department.
8. Instructs users in software applications usage and basic computer navigation; advises users on best security practices.

9. Creates baseline software sets, adhering to District's standards, for various makes and models of computers.
10. Installs, maintains, and repairs printers, copiers, mobile devices, and scanners, addressing both hardware and software issues.
11. Performs user data migration and recovery due to hardware/software upgrades or disasters.
12. Assists in coordinating activities with the help desk, network services, or other information systems staff.
13. Trains users on software and hardware usage by providing instruction and documentation.
14. Provides updates, status, and completion information to personnel and/or users via voice mail, e-mail, or in-person communication.
15. Recovers technology assets and evaluates/repurposes viable hardware; decommissions obsolete hardware; collects, strips, and prepares used equipment for salvage, including coordinating delivery to warehouse.
16. Assists new staff as required.
17. Participates in group problem solving activities to promote continual business process improvements and initiatives.
18. Learns and applies emerging technologies and, as necessary, to perform duties in an efficient, organized, and timely manner.
19. Performs other related duties as assigned.

QUALIFICATIONS

Knowledge of:

1. Academic Technology and peripherals, such as, personal computers, network hardware, and mobile devices.
2. Personal computer, mobile device, and network system application software packages, specific to area of assigned department, learning laboratory, or academic discipline.
3. Principles and practices used in the operations, maintenance, and administration of network operating systems, personal computer system hardware, mobile devices, and related software systems.
4. Techniques and methods of computer and mobile device hardware and software evaluation, implementation, and documentation.
5. Troubleshooting, configuration, and installation techniques.
6. Applicable Federal, State, and local laws, rules, and regulations, and District and departmental codes, policies, and procedures.
7. Record-keeping principles and procedures.
8. Modern office practices, methods, and computer equipment and applications related to the work, including word processing, database, and spreadsheet software.
9. English usage, spelling, vocabulary, grammar, and punctuation.
10. Techniques for providing a high level of customer service by effectively dealing with the public, vendors, students, and District staff, including individuals of various ages, disabilities, socio-economic and ethnic groups.

Skills & Abilities to:

1. Perform a variety of functions in the operation of a variety of computer equipment and peripheral components, including LAN and WAN systems; troubleshoot related problems and take appropriate action.
2. Identify and resolve hardware and software problems and perform repairs.
3. Set up computers, mobile devices, network hardware, and peripherals; and install and configure software.

4. Train users on software applications and hardware usage.
5. Work with and maintain confidential and sensitive information.
6. Interpret, explain, and ensure compliance with District policies and procedures, complex laws, codes, regulations, and ordinances.
7. Establish and maintain a variety of filing, record-keeping, and tracking systems.
8. Respond to and effectively prioritize multiple phone calls and other requests for service.
9. Organize and prioritize a variety of projects and multiple tasks in an effective and timely manner; organize own work, set priorities, and meet time deadlines.
10. Use English effectively to communicate in person, over the telephone, and in writing.
11. Understand scope of authority in making independent decisions.
12. Review situations accurately and determine appropriate course of action using judgment according to established policies and procedures.
13. Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

Education and Experience:

Any combination of training and experience that would provide the required knowledge, skills, and abilities is qualifying. A typical way to obtain the required qualifications would be:

Equivalent to an Associate's degree from a regionally accredited college in computer science or related field and one (1) year of responsible experience performing technical support and network administration on personal computers, mobile devices, and peripheral equipment, including software administration in a multi-user environment. Requires experience with specific software applications utilized within the academic discipline to which assigned.

Licenses and Certifications:

- The incumbent may periodically be required to travel to a variety of locations. If operating a vehicle, employees must have the ability to secure and maintain a valid California driver's license.

PHYSICAL DEMANDS

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; to operate a motor vehicle to visit various District sites; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone. This is primarily a sedentary office classification although standing in and walking between work areas is frequently required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Positions in this classification frequently bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information. Incumbents must possess the ability to lift, carry, push, and pull materials and objects up to 100 pounds with the use of proper equipment.

ENVIRONMENTAL ELEMENTS

Incumbents work in an office environment with moderate levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Due to the nature of work, employees may come into contact with fumes, dust, and/or odors. Incumbents may interact with upset staff, students, and/or public and private representatives in interpreting and enforcing departmental policies and procedures.