

INFORMATION TECHNOLOGY SUPPORT TECHNICIAN

DEFINITION

Under general supervision, provides technical support and training on the use of personal computers, printers, peripheral equipment, and network systems hardware and software; resolves computer application problems and troubleshoots hardware malfunctions; assists in maintaining and administering the on-campus WAN and LAN network systems; provides technical support, installation, and maintenance for software, desktop computer applications, Internet/Intranet, self-service portals, web based applications, and email systems; installs, configures, and repairs personal computer hardware and software systems and data communication facilities.

SUPERVISION RECEIVED AND EXERCISED

Receives general supervision from the Director, Academic Technology and Infrastructure. Exercises no supervision of staff.

CLASS CHARACTERISTICS

This is the journey-level class in the information technology support series responsible for maintaining and troubleshooting application software and hardware such as Local Area Networks (LAN) and Wide Area Networks (WAN). Incumbents at this level receive only occasional instruction or assistance as new or unusual situations arise and are fully aware of the operating procedures and policies of the work unit. The work involves frequent contact with others and coordination of multiple concurrent activities. This classification is distinguished from the Telecommunications Technician by the latter's specialized assignment of the installation, maintenance, and troubleshooting of telecommunications systems. This class is further distinguished from the Lead Information Technology Support Technician in that the latter is responsible for technical and functional supervision of assigned IT support staff and is capable of performing the most complex duties assigned to the function, including analytical work.

EXAMPLES OF ESSENTIAL FUNCTIONS (Illustrative Only)

1. Evaluates, responds to, and resolves requests for computer assistance from users 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, and/or assists personnel in the installation of personal computers, software, and peripheral components such as monitors, keyboards, printers, disk drivers, switches, hubs, and cabling.
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 computer; 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 campus standards, for various makes and models of computers.

10. Installs, maintains, and repairs printers, copiers, and scanners, addressing both hardware and software issues.
11. Assists in relocating departments or divisions throughout campus, including the disassembly and reassembly of office technology and workstations.
12. Performs user data migration and recovery due to hardware/software upgrade or disaster.
13. Maintain data communications closets throughout campus, including wiring racks and switches.
14. Creates email boxes for users and departments; troubleshoots email connection, access, security, firewall, and storage issues.
15. Assists students and faculty with self-service portal and web based applications issues.
16. Maintains and documents hardware and software inventory, equipment passwords, software installation settings, and maintains the back-up systems.
17. Maintains the active directory of users by adding, removing, and/or editing users; creates access rights to users and user groups; creates groups and mailing lists.
18. Creates web surveys for academic and administrative departments; collects survey responses and submits raw data and reports to requestors in various formats.
19. Assists in coordinating activities with help desk, network services, or other information technology staff.
20. Trains users on software and hardware usages by providing instruction and documentation.
21. Provides updates, status, and completion information to personnel and/or users via voice mail, e-mail, or in-person communication.
22. Researches and purchases tools, supplies and repair parts from a variety of sources.
23. Recovers computer assets and evaluates/repurposes viable hardware; decommissions obsolete hardware; collects, strips, and prepares used equipment for salvage, including delivery to warehouse.
24. Creates on-demand wired and wireless network access for various campus entities.
25. Assists lower-level and new staff as required.
26. Participates in group problem solving activities to promote continual business process improvements and initiatives.
27. Learns and applies emerging technologies and, as necessary, to perform duties in an efficient, organized, and timely manner.
28. Performs other related duties as assigned.

QUALIFICATIONS

Knowledge of:

1. Applicable Federal, State, and local laws, rules, and regulations, and District and departmental codes, policies, and procedures.
2. Principles and practices used in the operations, maintenance, and administration of network operating systems, personal computer system hardware, and related software systems.
3. Techniques and methods of computer hardware and software evaluation, implementation, and documentation.
4. Personal computer and network system application software packages.
5. Personal computers and peripherals, as well as, network hardware, including hubs, switches, and cabling.
6. Troubleshooting, configuration, and installation techniques.
7. Computer hardware, software, network technology, and operating system products.
8. Occupational hazards and standard safety procedures.
9. Business letter writing and record keeping principles and procedures.
10. Methods, techniques, and practices of data collection and report writing.
11. Modern office practices, methods, and computer equipment and applications related to the work.
12. English usage, spelling, vocabulary, grammar, and punctuation.

13. 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; troubleshoot related problems and take appropriate action.
2. Identify and resolve hardware and software problems and perform minor repairs.
3. Set up PC and network hardware and install and configure software.
4. Train staff on software applications and hardware usage.
5. Work with and maintain confidential and sensitive information.
6. Prepare clear and concise reports, correspondence, and other written materials.
7. Interpret, explain, and ensure compliance with District policies and procedures, complex laws, codes, regulations, and ordinances.
8. Establish and maintain a variety of filing, record keeping, and tracking systems.
9. Respond to and effectively prioritize multiple phone calls and other requests for service.
10. Make accurate arithmetic and statistical computations.
11. Organize and prioritize a variety of projects and multiple tasks in an effective and timely manner; organize own work, set priorities, and meet critical time deadlines.
12. Operate modern office equipment including computer equipment and specialized software applications programs.
13. Use English effectively to communicate in person, over the telephone, and in writing.
14. Understand scope of authority in making independent decisions.
15. Review situations accurately and determine appropriate course of action using judgment according to established policies and procedures.
16. 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 two (2) years of responsible experience performing technical support and network administration on personal computers and peripheral equipment, including software administration in a multi-user environment.

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. 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. Incumbents 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 50, and occasionally heavier weights with the use of proper equipment.

ENVIRONMENTAL ELEMENTS

Incumbents work indoors and outdoors, and are frequently exposed to dust, fumes, and allergens and occasionally exposed to loud noise levels, inclement weather conditions, chemicals, mechanical and/or electrical hazards, and hazardous physical substances. Incumbents may interact with staff and/or public and private representatives in interpreting and enforcing departmental policies and procedures.