Board Approved February 17, 2016
FLSA: NON-EXEMPT

LEAD COMPUTER FACILITIES ASSISTANT

DEFINITION

Under general supervision, provides instructors, students, and faculty complex 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; assists in maintaining and administering the on-campus Wide Area Networks (WAN) and Local Area Networks (LAN) network systems; 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 advanced level in the Computer Facilities Assistant class series that is responsible for maintaining and troubleshooting application software and hardware in an assigned instructional laboratory and/or department. Incumbents at this level are capable of performing the most complex computer facilities support services and are required to be fully trained in all procedures related to the assigned area(s) of responsibility, working with a high degree of independent judgment, tact, and initiative. This classification is distinguished from the Computer Facilities Assistant by the level of autonomy and in that it performs support in a larger, more complex environment. This classification is further distinguished from the IT Systems 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 types (s) of software utilized by the assigned area.

EXAMPLES OF ESSENTIAL FUNCTIONS (Illustrative Only)

1. Evaluates, responds to, and resolves requests for the more complex 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 highly complex problems to specialized or higher-level personnel.
4. Delivers, installs, 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 District's standards, for various makes and models of computers.
10. Installs, maintains, and repairs printers, copiers, and scanners, addressing both hardware and software issues.
11. Performs user data migration and recovery due to hardware/software upgrades or disasters.
12. Maintains and documents hardware and software inventory, maintains software licensing and makes recommendations for upgrades, equipment passwords, software installation settings, and maintains the back-up systems.
13. Maintains the active directory of users by adding, removing, and/or editing users; creates access rights to users and user groups.
14. Assists in coordinating activities with the help desk, network services, or other information systems staff.
15. Trains users on software and hardware usage by providing instruction and documentation.
16. Provides updates, status, and completion information to personnel and/or users via voice mail, e-mail, or in-person communication.
17. Researches and purchases tools, supplies, and repair parts from a variety of sources.
18. Recovers computer assets and evaluates/repurposes viable hardware; decommissions obsolete hardware; collects, strips, and prepares used equipment for salvage, including delivery to warehouse.
19. Assists lower-level and new staff as required.
20. Participates in group problem solving activities to promote continual business process improvements and initiatives.
21. Conducts research, evaluates and recommends new software for assigned area.
22. Learns and applies emerging technologies and, as necessary, to perform duties in an efficient, organized, and timely manner.
23. Performs other related duties as assigned.

QUALIFICATIONS

Knowledge of:

1. Personal computers and peripherals, as well as, network hardware, including hubs, switches, and cabling.
2. Personal computer 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, and related software systems.
4. Techniques and methods of computer 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 minor repairs.
3. Setup 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. 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 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. Requires experience with specific software applications utilized within the academic discipline to which assigned.

Bachelor's degree in Computer Information Systems or directly related field will qualify incumbents for an increased pay grade.

Licenses and Certifications:

The incumbent may periodically be required to travel to a variety of locations. If required to operate a vehicle in the position, employees must demonstrate possession of 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. Employees

must possess the ability to lift, carry, push, and pull materials and objects up to 50 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 staff, students, and/or public and private representatives in interpreting and enforcing departmental policies and procedures.