

## **MT. SAN ANTONIO COMMUNITY COLLEGE DISTRICT**

**SALARY SCHEDULE: A**

**SALARY RANGE: 88**

### **CLASS TITLE: LEARNING RESOURCES COMPUTER TECHNICIAN**

#### **BASIC FUNCTION:**

Under the direction of an assigned manager, perform skilled installation, maintenance and troubleshooting of hardware and software on computer terminals, PC's, printers and related peripherals; maintain a fundamental understanding of various application software; provide user support in the Library & Learning Resources Division.

#### **REPRESENTATIVE DUTIES:**

##### **ESSENTIAL DUTIES:**

Perform skilled installation, maintenance and troubleshooting of hardware and software on computer terminals, PC's, printers and related peripherals; set up classrooms for student use; maintain correct network connections for accessing the Internet.

Provide user support in the Library & Learning Resources Division; demonstrate the proper use of instructional software for staff, faculty and students; support faculty and staff in the use of current software systems; assist faculty in the production of educational videotaping, films and multimedia.

Work with the Network Administrator and various vendors; download updates and patches from vendors' websites; install wiring systems and replace ceiling projectors; serve as liaison with technical support within the Division.

Install, configure and maintain the Division's web server; assist in designing and maintain the Division's website; manage an on-line web conferencing system for conference activities conducted by faculty, staff and students.

Maintain an inventory of application software, equipment and related records; make recommendations regarding the purchase of new equipment; prepare requisitions for needed supplies, parts and equipment; maintain existing equipment in proper working condition.

Produce graphic designs for promotional materials; operate a digital camera to capture photographs; mount design work into frames for display; order printing materials, art and graphics supplies as needed.

Communicate with faculty, staff, students, departments, outside agencies and the community to exchange information, resolve issues or concerns and coordinate activities.

Train and provide work direction to hourly staff.

##### **OTHER DUTIES:**

Maintain current knowledge of technological advances in the field.

Perform related duties as assigned.

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**KNOWLEDGE AND ABILITIES:**

**KNOWLEDGE OF:**

Current practices, procedures, tools and equipment used in the installation and maintenance of computer terminals, PCs, related peripherals and data communications equipment.

Web design techniques.

Various software applications including educational software utilized in the Division.

Operation of a digital camera.

Graphic design techniques and related software applications.

Principles and practices of training and providing work direction to others.

Modern office practices, procedures and equipment.

Oral and written communication skills.

Interpersonal skills including tact, patience and courtesy.

Record-keeping techniques.

**ABILITY TO:**

Perform skilled installation, maintenance and troubleshooting of hardware and software on computer terminals, PC's, printers and related peripherals.

Maintain a fundamental understanding of various application software.

Provide user support in the Library & Learning Resources Division.

Operate a variety of office equipment including personal and mainframe computers.

Operate a digital camera and multimedia equipment.

Train and provide work direction to assigned staff.

Plan, organize and schedule work.

Meet schedules and time lines.

Communicate effectively both orally and in writing.

Establish and maintain cooperative and effective working relationships with others.

Review situations accurately and adopt an effective course of action according to established guidelines.

Type or input data at an acceptable rate of speed.

**EDUCATION AND EXPERIENCE:**

Any combination equivalent to: associate's degree in computer science, information systems or related field and two years experience troubleshooting PCs and related peripherals.

**WORKING CONDITIONS:**

**ENVIRONMENT:**

Office environment.

**PHYSICAL DEMANDS:**

Seeing to view a computer monitor and read a variety of materials.

Dexterity of hands and fingers to operate a computer keyboard.

Hearing and speaking to exchange information and make presentations.

Sitting or standing for extended periods of time.

Bending at the waist, kneeling or crouching.

Lifting, carrying, pushing or pulling moderately heavy computer equipment.