

LEAD INFORMATION TECHNOLOGY SUPPORT TECHNICIAN

DEFINITION

Under general supervision, provides the most complex and varied technical support and training on use of personal computers, printers, peripheral equipment, and network systems hardware and software; resolves computer application problems and troubleshoots hardware malfunctions; maintains and troubleshoots the District WAN and LAN network systems; provides support and installation 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.

SUPERVISION RECEIVED AND EXERCISED

Receives general supervision from the Director, Academic Technology and Infrastructure. Exercises technical and functional direction over and provides training to lower-level staff.

CLASS CHARACTERISTICS

This is the advanced journey-level class in the information technology support series responsible for leading a crew in maintaining and troubleshooting application software and hardware such as Local Area Networks (LAN) and Wide Area Networks (WAN). The work involves frequent contact with others and the coordination, scheduling, and assignment of multiple concurrent activities. Incumbents at this level 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 Information Technology Support Technician in that it performs the most complex technical and specialized duties assigned to the class series, including analytical work, and provides technical and functional direction to lower-level staff; whereas, the Information Technology Support Technician does not exercise technical and functional direction to lower level staff.

EXAMPLES OF ESSENTIAL FUNCTIONS (Illustrative Only)

- Provides lead direction to a crew of information technology support staff; schedules and assigns duties; reviews work upon completion for quality control purposes; assists with performance evaluations.
- Coordinates projects, personnel, and systems to facilitate access to the District's inter-networked computer systems; provides adequate, smooth, and efficient computer data network services for students, faculty, and staff; receives, prioritizes, and coordinates response to work orders; estimates and provides adequate materials, equipment, and staff needed.
- Functions as a liaison between the network administrators and support technicians to ensure standards and protocols are maintained; assists in coordinating activities with help desk, network services, or other information systems staff.
- Leads and participates in the inspection, troubleshooting, diagnosis, and resolution of network and related system, hardware, software, and peripheral malfunctions; assesses system performance and identifies, analyzes, and resolves network problems, modifies network configurations as appropriate; coordinates response to emergency maintenance and repair situations.
- Provides technical support and assistance to personnel, faculty, and others concerning computer networks; serves as the primary contact for and resolves related issues, conflicts, and concerns; responds to inquiries and provides information concerning system operations, projects, malfunctions, equipment, upgrades, practices, procedures, and related software applications.
- Installs, maintains, and upgrades various operating systems and software packages across disparate platforms.

- Installs, configures, upgrades, troubleshoots, repairs, and participates in the selection of a variety of servers, hubs, routers, switches, user stations, firewalls, cabling, interface cards, modems, drives, printers, scanners, monitors, plotters, optical mark readers, and other peripherals and network components, maintains network system security and servers.
- Tests, clones, loads, and configures specified software packages such as network operating systems, word processing, or spreadsheet programs onto computer; may modify specific applications for use by division.
- Establishes and maintains secure connections between networks; upgrades, updates, and ensures proper running of security applications; compiles, interprets, and analyzes performance data to determine the efficiency of system operations; adjusts and modifies systems to enhance operations as appropriate; performs preventative maintenance on network-related equipment and related facilities.
- Creates email boxes for users and departments; troubleshoots email connection, access, security, firewall, and storage issues.
- Maintains and monitors inventory levels of network and computer supplies and equipment; orders, receives, and maintains adequate inventory levels; researches, evaluates, and confers with vendors concerning network systems, hardware, software, and peripherals; reviews coordinates, and authorizes minor purchases; recommends major tool and equipment purchases.
- 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.
- Trains users on software and hardware usages by providing instruction and documentation.
- Documents computer application settings, network switch configurations, infrastructure configurations, and other pertinent computer technology for staff reference.
- Prepares and maintains records, logs, and files related to assigned activities.
- Recovers computer assets and evaluates/repurposes viable hardware; decommissions obsolete hardware.
- Assists lower-level and new staff as required.
- Participates in group problem solving activities to promote continual business process improvements and initiatives.
- Learns and applies emerging technologies and, as necessary, to perform duties in an efficient, organized, and timely manner.
- Performs other related duties as assigned.

QUALIFICATIONS

Knowledge of:

- Basic principles and practices of providing technical and functional direction and training to assigned staff.
- Applicable Federal, State, and local laws, rules, and regulations, and District and departmental codes, policies, and procedures.
- Principles, practices, materials, and tools used in the operations, maintenance, and administration of network operating systems, personal computer system hardware, and related software systems.
- Techniques and methods of computer hardware and software evaluation, implementation, and documentation.
- Personal computer and network system application software packages, including word-processing and spreadsheets.
- Personal computers and peripherals, as well as, network hardware, including hubs, routers, switches, and cabling systems.
- Monitoring, evaluation, troubleshooting, configuration, and installation techniques.
- Computer hardware, software, network technology, and operating system products.
- Basic inventory and purchasing practices, procedures, and techniques.

- Occupational hazards and standard safety procedures.
- Business letter writing and record-keeping principles and procedures.
- Methods, techniques, and practices of data collection and report writing.
- Modern office practices, methods, and computer equipment and applications related to the work, including word processing, database, and spreadsheet software.
- English usage, spelling, vocabulary, grammar, and punctuation.
- 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:

- Plan, schedule, assign, and oversee activities of IT support personnel.
- Inspect the work of others and maintain established quality control standards.
- Train others in proper and safe work procedures.
- Identify and implement effective course of action to complete assigned work.
- Perform a variety of functions in the operation of a variety of computer equipment and peripheral components, including LAN and WAN systems; evaluate, troubleshoot related problems and take appropriate action.
- Identify and resolve hardware and software problems and perform repairs.
- Setup desktop computers (PC/MacIntosh), networking hardware, and install, configure and test the desktop computer systems operation.
- Train staff on software applications and hardware usage.
- Maintain network system security, servers, and databases.
- Work with and maintain confidential and sensitive information.
- Prepare clear and concise reports, correspondence, and other written materials.
- Interpret, explain, and ensure compliance with District policies and procedures, complex laws, codes, regulations, and ordinances.
- Establish and maintain a variety of filing, record-keeping, and tracking systems.
- Respond to and effectively prioritize multiple phone calls and other requests for service.
- Diagnose problems, perform remedial actions to correct problems, and/or recommend and determine solutions.
- Make accurate arithmetic and statistical computations.
- 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.
- Operate modern office equipment including computer equipment and specialized software applications programs.
- Use English effectively to communicate in person, over the telephone, and in writing.
- Understand scope of authority in making independent decisions.
- Review situations accurately and determine appropriate course of action using judgment according to established policies and procedures.
- 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, computer engineering technology or related field and four (4) years of responsible experience performing technical

support and network administration on networking WAN/LAN equipment, personal computers and peripheral equipment, including software administration in an enterprise 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. 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. Incumbents 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 100 pounds with the use of proper equipment.

ENVIRONMENTAL ELEMENTS

Employees 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. Employees may interact with staff and/or public and private representatives in interpreting and enforcing departmental policies and procedures.