LIBRARY AND LEARNING RESOURCE COMPUTER 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 support and installation for software, 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 journey-level class in the IT Department responsible for maintaining and troubleshooting application software and hardware such as Local Area Networks (LAN) and Wide Area Networks (WAN). Positions 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 other departments and coordination of multiple concurrent activities. This classification is distinguished from the IT Department Telecommunications Technician by the latter's specialized assignment of the installation, maintenance, and troubleshooting of telecommunications systems. This class is further distinguished from the IT Department Information Technology Support Technician in that the former is responsible for technical support and has extensive knowledge of the software used in the Library and Learning Resource Department.

EXAMPLES OF ESSENTIAL FUNCTIONS (Illustrative Only)

- Evaluates, responds to, and resolves requests for computer assistance from users experiencing problems with hardware, software, networking, and other computer related technologies.
- Diagnoses problems, performs remedial actions to correct problems, and/or recommends and determines solutions.
- Researches, resolves, and follows up on user problems; refers more complex problems to specialized or higher-level personnel.
- Respond to inquiries concerning operating systems, software, and operator problems and, as necessary, forward problems to information technology staff for resolution.
- Maintains documentation database as used by the department.
- Instruct users in software applications usage and basic computer navigation; advises users on best security practices.
- Assists in coordinating activities with help desk, network services, or other information systems staff.
- Trains users on software and hardware usage by providing instruction and documentation.
- Assist in the research and implementation of new technologies that improve efficiency across the division, including classrooms.
- Provide technical support and assist in the development of methods used to improve the sharing of resources to staff, faculty, and students.
- Develop graphic designs used for division signage and promotional materials; operate a digital camera and maintain fundamental understanding of proper digital image processing.

➢ Helps ensure that video materials meet accessibility standards and are properly captioned; assist in the development and editing of video content and verify proper compliance is met for online distribution.
➢ Develop training and how-to videos for newly implemented technologies using video creation and screen-capture software. Evaluate existing technology and assess usage data, and develop methods to increase usage for applicable systems.
➢ Gather student data and feedback via surveys and focus groups relating to technology, and use data to improve current methods, or develop new methods that will positively impact student success.
➢ Provides updates, status, and completion information to personnel and/or users via voice mail, e-mail, or in-person communication.
➢ Researches and purchases tools, supplies, and repair parts from a variety of sources.
➢ Recovers computer assets and evaluates/repurposes viable hardware; decommissions obsolete hardware; collects, strips, and prepares used equipment for salvage, including delivery to warehouse.
➢ 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:

➢ Applicable Federal, State, and local laws, rules, and regulations, and District and departmental codes, policies, and procedures.
➢ Principles and practices 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, switches, and cabling.
➢ Troubleshooting, configuration, and installation techniques.
➢ Computer hardware, software, network technology, and operating system products.
➢ 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, various socio-economic and ethnic groups.

Skills & Abilities to:

➢ 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.
➢ Identify and resolve hardware and software problems and perform minor repairs.

➢ Train staff on software applications and hardware usage.
➢ 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.
➢ 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 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:

➢ None.

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. Incumbents must possess the ability to lift, carry, push, and pull materials and objects up to 20 pounds with the use of proper equipment.

ENVIRONMENTAL ELEMENTS

Incumbents work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Incumbents may interact with staff and/or public and private representatives in interpreting and enforcing departmental policies and procedures.