

## **IMPERIAL COMMUNITY COLLEGE DISTRICT**

### **CLASS TITLE: TECHNICAL SUPPORT ASSISTANT**

#### **BASIC FUNCTION:**

Under direction of an assigned supervisor, assist faculty, staff, and students in the use of information technologies. Assist with other basic technical equipment support items or software.

#### **REPRESENTATIVE DUTIES:**

Provide assistance to faculty, staff, students and others in the use of audio visual, multimedia systems, basic computer applications, and other related technologies.

Perform the set-up and testing of audio visual and other related equipment as required.

Assist faculty, staff, and students with access to technology including video conferencing, setting up accounts and log-in, and other related systems.

Provide assistance to other information technology (IT) staff in responding to service tickets and in helping with operating IT equipment during campus events.

Troubleshoot and resolve multimedia and basic computer operational malfunctions in a timely manner.

Perform related duties as assigned.

#### **KNOWLEDGE AND ABILITIES:**

##### **KNOWLEDGE OF:**

Operation of audio visual systems and related peripheral equipment.

The rudimentary functions and use of software systems and applications

Basic knowledge of Windows 10, or current, operating system.

Interpersonal skills using tact, patience, and courtesy.

Media product design principles and practices.

Computer-based multimedia technologies.

Video technologies, software, and multimedia specific packages for a variety of platforms.

##### **ABILITY TO:**

Operate computers, printers, and other peripheral equipment.

Operate audio visual systems and related peripheral equipment.

Install software including upgrades and enhancements.

Troubleshoot and resolve problems associated with multimedia and basic computer

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Board Approved:

operations and application.

Work well with others.

Understand and follow oral and written directions.

Communicate effectively both orally and in writing.

Learn new skills and keep current on changes to technology.

**EDUCATION AND EXPERIENCE:** Graduation from high school or equivalent and one year experience working on computers, multimedia equipment, and other related technologies.

**WORKING CONDITIONS:**

ENVIRONMENT:

Office environment.

PHYSICAL DEMANDS:

Incorporated within one or more of the previously mentioned essential functions of this job description are essential physical requirements. The chart below indicates the percentage of time spent on each of the following essential physical requirements.

- |                                  |   |
|----------------------------------|---|
| 1. Seldom = Less than 25 percent | 3. Often = 51-75 percent                |
| 2. Occasional = 25-50 percent    | 4. Very Frequent = 76 percent and above |

- 4 a. Ability to work at a desk, conference table, or in meetings of various configurations.
- 2 b. Ability to stand for extended periods of time.
- 4 c. Ability to sit for extended periods of time.
- 4 d. Ability to see for the purpose of reading printed matter.
- 2 e. Ability to hear and understand speech at normal levels.
- 4 f. Ability to communicate so others will be able to clearly understand a normal conversation.
- 2 g. Ability to bend and twist.
- 2 h. Ability to lift 25 pounds.
- 2 i. Ability to carry 25 pounds.
- 4 j. Ability to operate office equipment, computer, or related peripherals.
- 3 k. Ability to reach in all directions.

*This job description is intended to describe the general nature and level of work being performed. It is not intended to be construed as an exhaustive list of all responsibilities, duties and skills required of individuals so classified.*

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