

IMPERIAL COMMUNITY COLLEGE DISTRICT

CLASS TITLE: TECHNOLOGY SUPPORT SPECIALIST II

BASIC FUNCTION:

Under direction of an assigned supervisor, provide technical assistance, training, installation, repairs and service support to District users regarding the use of information technology hardware, peripheral equipment and applications software programs; perform technical duties in the installation of computer, network, telecommunications, and audio visual equipment and software for faculty and staff.

REPRESENTATIVE DUTIES:

- Perform a broad variety of computer, telephone, and audio-visual support duties to facilitate and implement automated systems for District faculty and staff; receive and respond to complex service calls and requests for assistance. *E*
- Provide coordination and oversight of IT systems used within the District domain to manage the phone system, imaging system, imaging of computer systems, computer patching, mobile devices and other related IT systems. *E*
- Be a second level resource for all computer and other technical issues that require additional technical expertise to address. *E*
- Provide advanced technical assistance, set-up/installation, training and support services for the operation of computer and telephone systems, networks, audio-visual equipment and other IT related peripheral equipment. *E*
- Assemble, install and test computer hardware and related equipment; install required wiring and cabling and connections to servers. *E*
- Receive, inventory, set-up and operationally test incoming computers, phone systems, audio visual equipment and related IT peripheral equipment; set up and provide expertise in arranging workstations. *E*
- Troubleshoot and repair computer, server and network connections, telephone systems, audio-visual equipment, and peripheral equipment failures and malfunctions. *E*
- Create and distribute enterprise-wide computer and software packages to be deployed by imaging technologies. *E*
- Install, configure, and manage complex audio and video equipment used in smart classroom and meeting rooms, including cabling and end-user interface programming to support device switching and volume control between a touch panel and various components. *E*
- Coordinate warranty work and major repair services performed by contractors or other providers.

- Operate a variety of computer equipment and peripheral devices, diagnostic and test equipment, switches, network servers, hubs, routers, scanners and other related equipment. *E*
- Maintain system security and protection of confidential information, files, and electronic data.
- Prepare and maintain records and reports related to user accounts and profiles, work performed and parts inventory. *E*
- Perform related duties as assigned.

KNOWLEDGE AND ABILITIES:

KNOWLEDGE OF:

- Current Windows, Apple, and mobile device operating systems.
- IT systems troubleshooting and diagnostic techniques.
- Customer service and telephone consultation procedures.
- Enterprise desktop systems and related equipment.
- Enterprise PC imaging and management tools and software deployment technologies.
- Project management, asset management and change control processes.
- Principles of account management for Windows and Apple directory environments.
- OS and software patch management, Windows and Apple group policies and profile support.
- Ethernet, LAN and Wi-Fi technologies.
- Control system configuration software and components for managing smart classroom equipment.
- Audio and Video production.
- Research techniques to solve technical problems.
- Ethernet, LAN and Wi-Fi technologies.

ABILITY TO:

- Install, maintain, repair and upgrade a variety of automated equipment and software.
- Operate and test computer hardware, peripheral equipment and applications software programs.
- Troubleshoot and diagnose IT systems and peripheral equipment failures.
- Conduct component replacement or repair on IT and peripheral equipment.
- Install fiber optic and twisted pair cable connections for voice, video and data telecommunications.
- Prepare and maintain periodic maintenance and repair records, reports and correspondence.
- Establish and maintain cooperative and effective working relationships with others.
- Work independently with little direction.
- Maintain sensitivity to and understanding of the diverse academic, socioeconomic, cultural, disability and ethnic backgrounds of community college students.
- Communicate effectively both orally and in writing.

EDUCATION AND EXPERIENCE: Any combination equivalent to: an associate's degree in computer science or a related field and two years of experience.

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.

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|----------------------------------|---|
| 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 purposes 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 lbs.
- 2 i. Ability to carry 25 lbs.
- 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.