IMPERIAL COMMUNITY COLLEGE DISTRICT

CLASS TITLE: TECHNOLOGY SUPPORT TECHNICIAN

BASIC FUNCTION:

Under direction of the Area Administrator or assigned supervisor, provide technical assistance, training and service support to District users regarding the use of computer hardware, peripheral equipment and applications software programs; perform technical duties in the installation of computer and network equipment for faculty and staff.

REPRESENTATIVE DUTIES:

- Perform a broad variety of computer support duties to facilitate and implement automated systems for District faculty and staff; receive and respond to service calls and requests for assistance.
- Provide technical assistance, training and support services for District users in the operation of computer systems, networks and peripheral equipment; assist users individually or in small groups as appropriate to the subject matter.
- Assemble, install and test computer hardware and related equipment; install required wiring and cabling, assuring proper power supply and connections for safe and effective equipment operation.
- Receive, inventory, set-up and operationally test incoming computers and peripheral equipment; set up and provide expertise in arranging workstations.
- Troubleshoot computer and peripheral equipment failures and malfunctions; diagnose problems and repair requirements; identify and replace faulty parts such as boards, cards and disk drives; identify problems covered under warranty and refer to appropriate vendor.
- Install and verify proper operation of computer-based software programs used by the District; develop detailed online instructions for use and setup of software as appropriate.
- Maintain an inventory of spare parts and equipment frequently used for installation and repair of equipment.
- Coordinate warranty work and major repair services performed by contractors or other providers. Conduct diagnostic and performance tests to assure the correct operation of computer hardware, peripheral equipment and applications software programs.
- Operate a variety of computer equipment and peripheral devices, diagnostic and test equipment, switches, hubs, routers, scanners and others; operate a variety of hand and power tools used in the installation, maintenance and repair of computer equipment.
- Perform periodic inspection and servicing of computer systems and peripheral equipment to ensure equipment is in good working order.
- Provide telephone support, remote assistance, and other help desk functions, to include maintenance of detailed records and reporting of work orders using the institutional work-order management system.
- 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.
- Perform related duties as assigned.

KNOWLEDGE AND ABILITIES:

KNOWLEDGE OF:
- Installation, operation, testing and minor repair of computer hardware and peripheral equipment.
- Installation, operation and testing of computer based operating systems and applications (software) programs.
- Customer service and telephone consultation procedures and skills.
- Operation and maintenance of hand and power tools, test equipment and other devices used in the installation, testing, maintenance and repair of automated equipment.
- Principles and procedures of on-the-job training.
- Fiber optic and twisted pair wiring and cabling procedures used in installing computer, telecommunications and related equipment.
- Ethernet and LAN technologies.
- Local area network operation and maintenance.
- Computer-related documentation procedures.

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 computer systems and peripheral equipment failures.
- Conduct component replacement or repair on computers and peripheral equipment.
- Install fiber optic and twisted pair cable connections for voice and data telecommunications.
- Maintain current knowledge of technological advances in the computer field.
- 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.
- Customer service and telephone skills.

EDUCATION AND EXPERIENCE: Any combination equivalent to: two years of college coursework in computer related technologies and two years of experience in the operation, maintenance and repair of computers, networks, and peripheral equipment and applications software programs.

LICENSES AND OTHER REQUIREMENTS: Valid California driver's license. Microsoft Certified IT Professional (MCITP) certification preferred.

WORKING CONDITIONS: Duties are primarily performed in various office environments and require travel from one location to another to conduct work. Incumbents are subject to noise from computer equipment operation, fumes from cleaning chemicals, and working with high voltage electricity.

PHYSICAL DEMANDS: Must stand for long periods of time; use hands and fingers to finger, handle, or feel objects, a keyboard or other repair equipment, office machines, tools or controls; reach with hands and arms; bend, stoop, kneel or crouch; speak clearly and distinctly to provide information to others; and hear and understand voices over telephone and in person; move and transport computer equipment weighing up to 50 pounds; and drive to various locations to conduct work.