Position............................Information Technology Support Specialist I
Department/Site...............Technology and Computer Services
FLSA................................Non-Exempt
Evaluated by ....Technical Operations Support Services Supervisor
Salary Range 37

Summary

Under direction of the Supervisor of Technical Operations Support Services, install, configure, troubleshoot, and service networked microcomputer workstations and related equipment and software used in administrative and instructional lab environments. Update operating systems, application and networking hardware and software on college computers. Provide technical support and help functions that relate to computer hardware and software, data communications, and connectivity. Utilize work orders and phone support techniques to support the TeCS Help desk.

Essential Duties and Responsibilities

- Troubleshoots and performs various technical computer and peripheral repair duties that include but are not limited to diagnosing failures and isolating faulty parts, repairing or replacing parts, and verifying and testing for correct operations. Performs preventative maintenance.
- Installs and configures networked devices, e.g., computers, printers, modems, cabling, and peripheral communications equipment. Troubleshoot Internet connections and software on client desktop computers.
- Updates existing security software on workstations. Tests existing operating systems and personal computers for potential viruses and security problems.
- Configures and installs workstations. May install laboratory networks. Connects workstations to servers and participates with others to connect with District-wide networks. Sets up accounts onto local networks.
- Tests software to ensure compatibility with the current operating environment and to existing equipment. Configures software to communicate with peripherals such as printers, modems, scanners, and screens. Use, install and upgrade current versions of standard software
- Operates and maintains instructional equipment. May set up and test the working condition of equipment used to support computer-aided instruction.
- Develops and maintains up-to-date documentation supporting assigned and related areas of responsibility, as well as the use, condition and location of equipment and materials. This includes procedures and steps for equipment setup, help desk questions and answers, and inventory recording.
- Reads and interprets technical instructions related to use and maintenance of hardware, software and network connections.
- Performs other duties as assigned that support the overall objective of the position.

Qualifications

- **Knowledge and Skills**
  - Requires working technical knowledge of networked personal computers, including the relationship and usage of various input and output components, business and education support software, and terminology.

- Requires a working knowledge of operating systems.
- Must understand the protocols and procedures for setting up new equipment, troubleshooting and performing routine maintenance.
- Must be able to gather and analyze data and draw logical conclusions.
- Requires a working knowledge of local area networks for personal computers, and connectivity between servers.
- Requires sufficient writing skill to document technical procedures.
- Requires the ability to install, configure, and troubleshoot networked computer workstations, systems, and programs used in both instruction and administrative areas.
- Must be able to install and configure microcomputer components such as, but not limited to, cards and drivers.
- Must be able to connect interface cables and connections between computers.
- Must be able to analyze and evaluate the needs of users and develop alternative solutions.
- Must be able to prioritize and organize work to meet deadlines and timetables.
- Must be able to apply customer service protocol and maintain a customer service-oriented priority.
- Must be able to communicate clearly and concisely, both orally and in writing, to effectively communicate with supervisors, faculty, staff and students in a multi-cultural environment.
- Must be able to establish and maintain cooperative and effective working relationships with members of the District community and with outside contacts.

- **Abilities**
  - Requires the ability to install, configure, and troubleshoot networked computer workstations, systems, and programs used in both instruction and administrative areas.
  - Must be able to install and configure microcomputer components such as, but not limited to, cards and drivers.
  - Must be able to connect interface cables and connections between computers.
  - Must be able to analyze and evaluate the needs of users and develop alternative solutions.
  - Must be able to prioritize and organize work to meet deadlines and timetables.
  - Must be able to read, interpret and apply complex technical information including equipment blueprints and schematics.
  - Must be able to give one-on-one training in the use of microcomputers and common software.

Physical Abilities
- Requires the ability to accomplish work of a sedentary to moderately active nature.
- Requires ambulatory ability to move to various office and classroom-type locations and to bend, stoop, crawl and reach to install cables and equipment.
- Requires sufficient hand eye coordination and dexterity to make small component connections.
- Requires sufficient visual acuity to read technical documents and instructions and align small components.
- Requires sufficient auditory ability to carry on routine conversations.
- Requires the ability to lift, push, and pull objects of medium weight (less than 50 lbs.) on an occasional basis.

- Requires the ability to work in confined areas with noise variations, dust, and limited ventilation.

Education and Experience
- An associate degree, or the completion of at least sixty (60) college-level semester units or a certificate in computer networks or computer technical support, and two years of computer networks or computer technical support experience; or, in the absence of an associate degree, or the completion of at least sixty (60) college-level semester units or a certificate in computer networks or computer technical support, four years of computer networks or computer technical support experience.

Licenses and Certificates
- May require a valid driver's license.

Working Conditions
- Work is performed indoors where some safety considerations exist from physical labor, positioning in cramped areas, and handling of medium weight, yet, awkward materials.