

POSITION DESCRIPTION

Information Technology Support Specialist II

PositionInformation Technology Support Specialist II

Department/SiteTechnology and Computer Services

FLSANon-Exempt

Evaluated byTechnical Operations Support Services Supervisor

Salary Range43

Summary

Installs, configures, troubleshoots, and services networked microcomputer workstations and related equipment and software used in administrative and instructional lab environments. Designs, installs, configures, monitors, operates, and maintains server hardware and software for one or more small local networks governing data communications among personal computers. Participates in the design of wide-area networks. Provides technical support and help functions that relate to computer hardware and software, data communications, and connectivity.

Essential Duties and Responsibilities

- Participates in the design and installation of large (e.g., over 100 nodes) wide-area computer networks. Develops specifications and functional requirements for small networks including those for administrative and instructional labs.
- Researches, recommends and installs upgrades and enhancements to computer networks. Evaluates adequacy of existing networks based on user needs and traffic.
- Integrates minicomputer systems with network servers and host computer operations. Specifies data communications requirements and wiring and hardware layouts for new facilities and/or modifications to existing facilities, in accordance with College and industry standards.
- Installs, troubleshoots, and repairs computer network, network server, microcomputer, and computer peripheral equipment. Sets up related, dedicated servers to communicate on a network. Configures, maintains and participates in installation of directory structures, security applications and software.
- Serves as a resource for a computer purchase upgrades and emerging technologies. Researches and recommends system and software upgrades for increased productivity and compatibility.
- Provides assistance to faculty, staff, and students on using computer and software programs including remote access.
- Configures, operates, and maintains multiple networks. Tasks include, but are not limited to operations, moves, adds, changes, fault prediction, trouble detection/correction, circuit analysis, path testing, and general maintenance.
- Installs and configures network users. Activates data communications ports using network software. Implements protocols for electronic mail systems and accounts.
- Researches and recommends change and upgrades to existing networks that enhance continuous operations, desired performance, and service.
- Provides a range of troubleshooting techniques to resolve network hardware and operations problems, including but not limited to connectivity, internet access, electronic mail and file servers. Works with fellow staff, equipment users, vendors, and independent contractors to identify and resolve problems.
- Upgrades network and microcomputer hardware, operating system and application software, patches, and other network and microcomputer software. Updates existing

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security software on networks and workstations. Tests existing operating systems and personal computers for potential viruses and security problems.

- Implements protocols and procedural controls for operation of the network systems.
- Tests software to ensure compatibility with the current operating environment and to equipment capability. Configures software to communicate with peripherals such as printers, modems, scanners, and screens.
- Sets up and tests the working condition equipment used to support instruction.
- Develops and maintains up-to-date documentation supporting assigned and related areas of responsibility. This includes network infrastructure, system blueprints and schematics, procedures and steps for equipment set-up, help desk questions and answers, and inventory recording.
- Initiates and prepares purchase orders for personal computer workstation and network equipment, parts, and software. Submits completed documents for review and approval.
- Performs other duties as assigned that support the overall objective of the position.

Qualifications

Knowledge and Skills

- Requires in-depth technical knowledge of personal computer operations, 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 used in conjunction with networks. Requires a thorough knowledge of data communication protocols.
- Requires a well-developed understanding of the protocols and procedures for setting up new equipment, troubleshooting and performing routine maintenance.
- Requires technical knowledge of personal computer-based local area networks, network operations, connectivity between servers, and integration of data and telecommunications.
- Requires a working knowledge of the following protocols such as TCP/IP, IGRP, Serial, Ethernet, and Access Lists.
- Requires a working knowledge of the physical elements of the network including: fiber optic, twisted pair, and coaxial Ethernet cabling and connections, and routing, switching, and repeating equipment.
- Requires sufficient communication skills to conduct individual instruction and technical assistance on the use and application of PC-based business and education, internet, utility, and connectivity software.
- Requires skill at conducting in-service type training.
- Requires sufficient writing skill to document technical procedures.

Abilities

- Requires the ability to install small networks including but not limited to workstation-to-server and server-to-network communications.
- Requires the ability to install, configure, and troubleshoot networked computer workstations, systems, and programs used by the District 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 fabricate and connect interface cables and connections between computers.

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- Must be able to analyze data and evaluate the needs of users and develop the alternative solutions to problems and needs.
- 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 and small group training in the use of microcomputers and business and instructional software. This includes live demonstrations in conference or classroom settings.

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 three 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, five 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.