



Position: Information Technology Specialist	Position Number:
Department/Site: Information and Technology Resources	FLSA: Non-Exempt – (Classified CSEA)
Reports to: Director, dean, or other administrator in assigned area	Salary Range: 40

DESCRIPTION:

Under the direction of the Vice President of Information and Technology Resources or other administrator, install, maintain, troubleshoot computers, associated equipment and software; maintain campus and instructional technologies and related equipment; maintain materials for computer repairs and maintenance. Contact vendors, contractors, and others to provide procurement proposals, assist in the resolution of billing and contract issues and questions. The Information Technology Specialist is responsible for providing intermediate to advanced technical support in the development, design, documentation, maintenance, evaluation, and support of hardware and software systems

REPRESENTATIVE DUTIES:

Install, service and repair of a variety of district-owned equipment such as computers, mobile computing devices, peripherals, and other related equipment.

Service, troubleshoot, and repair hardware and software in support of academic programs.

Install, maintain, and support a wide variety of software for staff computers and computer labs across the district.

Management of software and hardware licenses.

Assist in the prioritization and implementation of new technology projects and improvements.

Provide system administration and data integration/backup support district resources, including building and maintaining secure servers (physical/virtual) according to established standards.

Develop and follow departmental procedures to track inventory through the district to provide warranty cross-reference, perform necessary research, and account for any missing items

Monitor computer systems and related equipment; respond to malfunctions, abnormalities, or emergency situations involving computer systems.

Support cloud computing efforts (i.e., cloud environments, virtual environments, web-based software).

Identify vendors and order parts as necessary, send equipment to outside contractors for repairs as needed. Perform preventive maintenance on computers, and associated equipment as needed.

Provide advanced technical support in printing, copying, and scanning related issues for multi-function printers, scanners, and copiers across the district.

Assist in the design of computer systems and recommend improvements and enhancements; modify existing equipment to improve performance and reliability.

Provide assistance, information and technical expertise to faculty and staff regarding the safe and proper operation and maintenance of assigned equipment; refer to the Acceptable Use Policy.

Provide guidance to staff regarding technology needs and usage.

Prepare and maintain a variety of records related to equipment maintenance and repair, inventory control, software and licensing agreements.

Perform other duties as assigned.

KNOWLEDGE AND ABILITIES:

KNOWLEDGE OF:

- Advanced knowledge of computer hardware and software
- Basic knowledge of network operations, protocols, and capabilities
- User account administration, including interaction with authentication systems
- Computer hardware, software, and peripheral installation and operation
- Repair and troubleshooting procedures for computers, printers, monitors and instructional technologies equipment and systems
- Operating systems and commonly used application programs
- Server and desktop virtualization environments, software and hardware
- Cloud computing applications
- Mobile applications
- Basic networking principles, theories and practices and troubleshooting

ABILITY TO:

- Adapt to changing technologies and learn functionality of new equipment and systems.

- Read, interpret, and apply detailed technical written and oral instructions.
- Diagnose equipment and software problems using software and hardware based diagnostic tools
- Respond to user requests for assistance and provide technical support hardware and software/malfunctions
- Perform complex tasks related to the operation and maintenance of assigned instructional technologies
- Interpret, apply and explain rules, regulations, policies and procedures
- Maintain current knowledge of hardware, software, and maintenance developments
- Provide technical guidance and recommendation concerning existing computer programs and systems
- Ability to balance multiple priorities and simultaneous projects
- Research and resolve technical problems
- Maintain accurate records
- Work independently with little direction
- Establish and maintain cooperative and effective working relationships with others
- Communicate effectively both orally and in writing

EDUCATION AND EXPERIENCE:

A bachelor's degree from an accredited college or university with major course work in computer science, or a related field and three years of relevant experience, OR an associate's degree in computer science or related field and five years of experience in duties described in the job description.

WORKING CONDITIONS:

ENVIRONMENT:

Indoor and outdoor work environment.

PHYSICAL DEMANDS:

Lifting and carrying heavy boxes and equipment.

Dexterity of hands and fingers to operate a computer keyboard.

Sitting or standing for extended periods of time.

Bending at the waist, kneeling, climbing, and crouching to perform repairs