



Position: IT Support Technician	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: 35

DESCRIPTION:

Under the direction of the VP of Information and Technology Resources or other administrator, perform skilled and technical duties related to the installation, maintenance and repair of computer endpoints including district-owned desktop and laptop computers, various mobile computing devices, peripheral equipment, audio-visual equipment; assist faculty and staff in the proper use and maintenance of district-owned equipment.

REPRESENTATIVE DUTIES:

Install, maintain and perform routine to complex troubleshooting and repair on IT equipment such as desktop and laptop computers, mobile computing devices, peripherals, audio-visual equipment and other related equipment.

Install, maintain and support hardware and faculty, staff, and lab computers across the district; deploy and manage of software and licenses using a variety of software imaging and management tools.

Support cloud computing (i.e. cloud storage, web- based software, software as a service).

Install, maintain and support a variety of audio, video, and computer equipment including computers, monitors, desktop cameras, recording devices, classroom software and hardware, teaching station equipment such as projectors, document cameras, etc.; troubleshoot equipment in classroom settings.

Install and configure networked computers, connect network cards, cables, and other network equipment as needed to connect devices to the District network; provide technical support and analyze symptoms of malfunctions. Provide installation and testing of computer equipment for instructional or non-instructional purposes; perform basic network troubleshooting.

Diagnose system hardware and software problems; perform appropriate repair or recovery procedures; assist non-technical users and provide technical support based on analysis of symptoms.

Operate a variety of hand and power tools as needed to install and repair equipment and classroom technologies.

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

Provide input into the budget preparation process; research the cost, technical specifications and compatibility of electronics equipment.

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

Assist in the evaluation, design and recommendations for instructional and non-instructional computer equipment; evaluate, test and modify existing equipment to improve performance and reliability.

Provide technical and user support for a variety of events and meetings including video conferencing and audio-visual technology setup.

Attend seminars, courses, and training workshops to remain current in the knowledge of technological advances in the field.

Perform other duties as assigned.

KNOWLEDGE AND ABILITIES:

KNOWLEDGE OF:

- Computer operating systems, office productivity software, instructional and non-instructional application software and hardware.
- Best practices of computer hardware and software management and troubleshooting.
- Cloud computing and mobile computing and related applications.
- Audio-visual equipment and components related to classroom instructional use and events and conference rooms
- Applicable safety rules and regulations.

SKILLS AND ABILITIES TO:

- Inspect, troubleshoot, and repair computer and audio-visual equipment.
- Operate and use various hand and power tools in a safe and correct manner.
- Install, maintain and configure complex software environments.
- Analyze situations accurately and adopt an effective course of action.
- Stay current in field by continually expanding knowledge of hardware and software on a variety of operating systems.
- Define problems, research and collect data, and write routine reports and correspondence.
- Establish and maintain cooperative and effective working relationships with others.

EXPERIENCE AND EDUCATION:

Any combination equivalent to Associate's degree from a two-year accredited or technical school, and two years of experience in installing and maintaining computing hardware and software.

WORKING CONDITIONS

Indoor environment