

ANTELOPE VALLEY COMMUNITY COLLEGE DISTRICT

COMPUTER SERVICES TECHNICIAN

Salary Range 19

BASIC FUNCTION:

Under the direction of the Network Manager, sets up and maintains computer systems, related peripheral equipment and software applications; serves as technical support resource to staff, faculty and students on the use of computer systems and related equipment; trains and provide work direction to student assistants. Performs other related duties as may be assigned.

REPRESENTATIVE DUTIES: *E = indicates essential duties of the position*

- Sets up and configures new and existing computers and work stations for laboratories and office areas, installs related peripheral equipment, and configures equipment and installs operating systems, e-mail and District supported software, network configuration settings and applications software. (E)
- Performs routine and custom computer, peripheral and component installations including interface cards, disk drives, storage systems, cables, connectors and printers; trouble shoots network, software and hardware problems and issues. (E)
- Performs standard adjustments in operating systems as required, according to District procedures. (E)
- Assures basic operating systems connectivity between various computer systems to meet District requirements. (E)
- Maintains District computers in labs and office areas to assure system integrity, general safety and operational capability of equipment. (E)
- Monitors operation of computer equipment and software applications to assure proper execution; identify operational and equipment problems and confer with other District staff and vendors to identify and correct problems; runs standard diagnostic procedures to identify equipment and software problems; tests the operation of new and modified hardware and software configurations. (E)
- Assists district instructors, employees, and students in resolving computer application and operational problems and investigate, trace and report sources of errors/problems. (E)
- Installs a wide variety of new software and software upgrades and implement software and operating system configurations. (E)
- Performs hardware and software changes on district computers and servers as directed by supervisors to meet District computer configuration standards. (E)
- Serves as a technical resource for district instructors, employees, and students. (E)
- Maintains a preventive maintenance schedule for District computer systems and peripherals; performs and oversees repairs and maintain equipment. (E)
- Uses a variety of computer test equipment and network diagnostic tools as well as a variety of hand tools to install, repair, adjust computer equipment, and trace network cable drops on switch or network hub. (E)
- Utilizes virus detection and eradication software as needed. (E)
- Instructs and oversees student workers on hardware repair and software installation. (E)
- Performs a variety of office support, record keeping, disk management and system library tasks; maintain listings, standards and schematics of District computer equipment; maintains a technical reference library for District software and hardware support. (E)
- Maintain files of current computer technology and keeps abreast of changes in software and hardware as they occur. (E)
- Operates a variety of computers and peripheral equipment including printers, scanners, data storage devices, and telecommunications equipment. (E)
- Performs other related duties as may be assigned.

EDUCATION AND EXPERIENCE: Any combination equivalent to: two years of college-level course work in electronics, computer repair or use of standard software applications and three years experience operating, maintaining and repairing computer equipment and related peripheral equipment and software applications, including training in data communications principles and troubleshooting.

KNOWLEDGE OF:

Principles and basic operations of computer systems and peripheral components.

Basic computer application documentation techniques.

Operating system and standard application programs employed on a variety of computers, including Windows-based systems and Macintosh systems.

Concepts of distributed computing and telecommunication.

Techniques and practices in utilizing standard software applications including word processing, data base, telecommunications, graphics, Internet, e-mail and spreadsheet software.

Tools, equipment and methods of repairing computers and related electronic and communications equipment.

Basic record-keeping techniques.

Interpersonal skills using tact, patience and courtesy.

ABILITY TO:

Perform technical functions in the operation of a variety of computer equipment and related software.

Read and interpret computer hardware and software installation and maintenance instructions and other detailed and precise written and oral instruction.

Configure software to appropriate hardware.

Perform basic diagnostic checks and take appropriate corrective action.

Perform basic repairs on a variety of computer equipment.

Establish and maintain cooperative and effective working relationships with others.

Establish and maintain connectivity between networked computers as required by District procedures.

Follow oral and written directions.

WORK DIRECTION, LEAD AND SUPERVISORY RESPONSIBILITIES: Instruct and show student workers how to install software and repair hardware.

CONTACTS: Co-workers, other departmental staff, instructors, student workers, and vendors.

PHYSICAL EFFORT:

Physical dexterity and freedom of movement to include climbing ladders and working in restricted spaces such as mechanical room closets, floor spaces and ceiling spaces.

Sitting for extended periods of time.

Reaching in all directions.

Bending and twisting.

Lift and carry 50 pounds.

WORKING CONDITIONS:

Normal office environment.

Indoors, office, lab, computer center