PALOMAR COMMUNITY COLLEGE DISTRICT

INFORMATION SERVICES TECHNICIAN

Class specifications are intended to present a descriptive list of the range of duties performed by employees in the class. Specifications are not intended to reflect all duties performed within the job.

DEFINITION

To perform a variety of technical tasks servicing the entire district in the installation and troubleshooting of networked devices, peripheral equipment and software applications; to provide technical support and respond to requests from District users regarding enterprise operations and procedures.

SUPERVISION RECEIVED AND EXERCISED

Receives direction/supervision/training from the Information Services Manager of Network & Technical Services. Receives functional work flow from the Helpdesk.

ESSENTIAL FUNCTION STATEMENTS

Essential and other important responsibilities and duties may include, but are not limited to, the following:

**Essential Function:**

1. Install and configure multi-platform network client devices and peripheral equipment, such as computers, printers, scanners, digital cameras, and video equipment

2. Assist users with the proper use of network client devices and peripherals per District standards

3. Identifies and initiates resolutions to client problems and concerns associated with office automation equipment, hardware and software to the client’s satisfaction

4. Assist users with the proper use of software applications, such as word processors, spreadsheet applications, database applications, presentation applications, web applications, and various educational applications per District standards

5. Troubleshoot network computer equipment and software problems; perform minor maintenance and software modifications on both the PC and MAC platforms

6. Assist in the installation of networking components including cabling, hubs, switches, and network interface cards per District standards

7. Assists with the support of academic computer labs in the installation and maintenance of computers, peripherals, and educational software applications including specialized systems to meet ADA requirements
8. Maintains current technical expertise in the rapidly changing technology of microcomputers and utilizes state-of-the-art techniques when implementing office automation solutions

9. Maintains a positive working relationship with all enterprise departments to optimize working relationships and communication

10. Assist with documentation and keeping the inventory database current

11. Assist with the maintenance of network server backups

12. Attend and participate in various staff meetings as required

13. Perform related duties and responsibilities as required

QUALIFICATIONS

Knowledge of:

- Basic computer terminology
- Basic networking concepts and principles
- Basic operational characteristics of computer equipment and peripheral equipment
- Basic operational characteristics of computer operating systems
- Basic operational characteristics of computer software applications, such as word processors, spreadsheet applications, database applications, presentation applications, web applications, and various educational applications
- Basic methods and techniques used in the installation and troubleshooting of software applications on computers in a network environment
- Basic methods and techniques for instructing the use of computer applications and procedures
- Basic imaging principles utilizing applications such as IC3 or Ghost

Ability to:

- Communicate clearly and concisely, both orally and in writing
- Operate a variety of diagnostic test equipment
- Perform a variety of technical tasks in the installation and troubleshooting of computer software applications and peripheral equipment
- Provide support and respond to requests and inquiries from users regarding computer equipment and software applications
- Establish and maintain effective working relationships with those contacted in the course of work
- Maintain physical condition appropriate to the performance of assigned duties and responsibilities
EXPERIENCE AND TRAINING GUIDELINES

Any combination of experience and training that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

**Experience:**

One year of increasingly responsible experience in the installation and troubleshooting of software applications and the installation and troubleshooting of multi-platform computer equipment and peripherals.

**Training:**

Equivalent to a High School diploma supplemented by college level course work or industry related training in computer science/information systems.

WORKING CONDITIONS

**Environmental Conditions:**

Office environment; exposure to computer screens; extensive contact with faculty, staff and students

**Physical Conditions:**

Essential and marginal functions may require maintaining physical condition necessary for extensive use of computer keyboard; walking, standing, or sitting for prolonged periods of time; moderate lifting; operating computer equipment.