

INFORMATION TECHNOLOGY SUPPORT SPECIALIST

DEFINITION

Maintains, installs, and troubleshoots computer systems and various types of instructional equipment including those located in individual faculty and staff offices, classrooms, laboratories, and work areas. Included in responsibilities are hardware, software, network, security and upgrade tasks for analog and/or digital equipment.

SUPERVISION

General supervision is received from Information and Technology Services management personnel.

EXAMPLES OF DUTIES

Performs preventative maintenance.

Inventories, maintains and requisitions supplies.

Installs, configures and troubleshoots Internet connections and software on client desktop computers.

Troubleshoots or repairs equipment including expansions and upgrades, recommending outsourcing repairs when required.

Operates, repairs, maintains and organizes preventative maintenance schedule for instructional equipment to the component level.

Advises staff and faculty in proper preventive maintenance care and use of computer systems and instructional equipment.

Plans and performs equipment repairs and maintenance procedures on all components of computer systems and instructional equipment. Maintains hardware and software used in conjunction with existing systems and networks.

Maintains running inventory of components, provides file copies of required metrics to supervisor. Orders parts and replacements as needed, logs repair requests, and produces detailed repair reports, including cost analysis.

Defines and isolates hardware, software, or work area problems using diagnostic and error recovery techniques, and initiates corrective actions.

EXAMPLES OF DUTIES (continued)

Installs and configures new computer systems including software and operating systems, attachment and testing of peripheral devices, and testing of compatibility with existing networks.

Uses and interprets data from electronic test equipment, including oscilloscopes, frequency generators/counters, sync delayed video monitors, DMM RF level meters, digital multi-meters, RAM testers, software diagnostic programs and related tools.

May design and install public address systems and other specialized instructional media systems.

Installs and maintains closed-circuit television wiring and sub-systems.

Determines operating system errors or incompatibilities and performs repairs as needed.

Uses, installs, and upgrades current versions of standard software.

Provides campus-wide technical support to faculty, staff and students.

Studies feasibility and conducts research on equipment modifications or new equipment acquisitions, and makes cost and time estimates.

Inspects and maintains satellite TV downlink systems and ancillary electronic components.

May develop, reviews and updates procedure manuals, documentation and user instructions for computer systems, standardized software and operating systems and networks.

Reads and interprets technical instructions related to maintenance or hardware, software and networks.

Repairs computer monitors, TV's, video projection equipment, CRT displays and other high voltage technology equipment.

Assists in maintaining the campus main distribution frames and intermediate distribution frames.

Assists in adds, moves, changes and troubleshoots campus telecommunication systems.

EXAMPLES OF DUTIES (continued)

Maintains the campus main distribution frames and intermediate distribution frames.

Performs adds, moves, and changes on and troubleshoots campus telecommunications systems.

Performs related duties as assigned.

QUALIFICATIONS

Knowledge of:

Customer service protocol.

Operating systems and software.

Preventative maintenance techniques.

Types of instructional equipment.

Analog and/or digital electronics.

Telecommunications systems.

High voltage technology.

Ability to:

Apply customer service protocol and maintain a customer service-oriented priority.

Establish and maintain cooperative and effective working relationships with members of the college community and with outside contacts.

Communicate clearly and concisely, both orally and in writing.

Effectively communicate with faculty, staff and students in a multi-cultural environment.

Work effectively with general supervision.

Read and comprehend complex computer technical manuals and schematics to obtain procedural instructions.

QUALIFICATIONS (continued)

Use and interpret electronic test equipment and software diagnostic programs.

Determine operating system errors or incompatibilities.

Use, install, and upgrade current versions of standard software.

Travel to off-campus locations.

Gather and analyze data and draw logical conclusions.

EMPLOYMENT STANDARDS

Minimum Requirements:

Associate degree in Electronic Engineering, Computer Science or related field or equivalent experience.

Special Requirements:

Stay current in changing technology by reading professional periodicals and related texts, and by attending seminars and classes.