**Position:** Information Technology Specialist  
**Position Number:**  
**Department/Site:** I.T.  
**FLSA:** Non-Exempt – (Classified CSEA)  
**Reports to:** Director, dean, or other administrator in assigned area  
**Salary Range:** 39

### BASIC FUNCTION:
Under the direction of the Vice President of Information and Technology Resources, install, maintain, troubleshoot, and upgrade PC and Macintosh computers, computer terminals, terminal lines, 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, analyze imbedded technology lifecycles, and to resolve billing, contract, and service issues and questions.

### REPRESENTATIVE DUTIES:
- Install, maintain, repair and update computer hardware, software and networks; install and upgrade computer terminals, terminal lines and associated equipment; maintain computer equipment, computer terminals and accessories.
- Provide leadership in researching, analyzing, selecting, implementing, upgrading and maintaining new and existing technologies.
- Coordinate prioritization of user requests for hardware and software trouble calls, programming assistance, new implementations and other technology improvements. Work with users as necessary on setting those priorities.
- Monitor and supervise version upgrades and enhancements of network/desktop operating systems and application software.
- Provide planning and operational support and direction to computer networks/operations and programming staff; serve as a resource to other college staff and provide appropriate user support as assigned.
- Provide specialized technical assistance in the planning and development of new projects and systems; conduct research of new technologies and implementation strategies; recommend and implement improvements; research and plan for new network protocols and network operating system implementations.
- Provide guidance and training to staff, faculty, and student workers on technology needs and usage. Coordinate projects and oversee work in progress.
- Prioritize, schedule, track, and manage new technology projects; assist campus departments in producing, designing, developing, and implementing content, features, projects, and programs.
- Perform additions and upgrades to the instructional technology systems to accommodate changing campus requirements. Technology support includes but is not limited to desktop virtualization, multi-camera distance learning classrooms, video conferencing,
multimedia classroom consoles, and audiovisual technology, including Video-on-Demand and pay-for-print systems.

- 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.
- Obtain price quotes and product information, order parts, schedule repairs, and complete related paper work for warranty claims as necessary. Deliver computer hardware to classrooms or other locations as required.
- Prepare schedules for preventive maintenance, inspection, and care of computers and repair of audio/video analog and digital equipment, including video disk server, DVD player, recorder, video tape recorders, audio video switchers, and pan/tilt cameras.
- Identify vendors and order parts as necessary, send equipment to outside contractors for repairs as needed. Perform preventive maintenance on computers, computer terminals, and associated equipment on a semi-annual or other agreed-upon basis.
- Develop and maintain proper level of materials and supplies needed for repair of computer and associated equipment; prepare budget requests and requisitions for purchase of materials, equipment, and supplies.
- Operate computers and monitor communication systems and equipment, such as communication lines, terminals, and printers; respond to malfunctions, abnormalities, or emergency situations in computer and telephone operations.
- Perform related duties as assigned.

KNOWLEDGE AND ABILITIES:

KNOWLEDGE OF:

- Advanced knowledge of computer hardware, software, and network operations, protocols, and capabilities.
- User account administration, including interaction with LDAP and Active Directory.
- Computer hardware, software, and peripheral installation and operation
- Electronic and computer theory and electrical practices.
- Telecommunications system functions.
- Repair and troubleshooting procedures for computers, impact printers, laser printers, monitors, terminals and instructional technologies equipment and systems.
- Operating systems and commonly used application programs.
- Commonly used computer networks, including the installation, maintenance, troubleshooting and repair of related networks.
- Repair and troubleshooting procedures for video conferencing, communication lines and related equipment.
- Server and desktop virtualization environments, software, hardware, and network.

ABILITY TO:

- Adapt to changing technologies and learn functionality of new equipment and systems.
- Read, interpret, and apply detailed technical written and oral instructions.
• Assist in the analysis of telecommunication system requirements.
• Diagnose equipment and software problems using software and hardware based diagnostic tools.
• Respond to user requests for assistance and provide technical support for computer and network 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
• Repair and maintain computer terminals, terminal lines, and associated equipment.
• Read and interpret electronic and electrical schematic diagrams.
• Install, maintain and manage computer networks.
• Maintain accurate records.
• Work independently with little direction.
• Establish and maintain cooperative and effective working relationships with others.
• See and hear sufficient to perform the duties of the position.
• Communicate effectively both orally and in writing
• Train and provide work direction to others.

EDUCATION AND EXPERIENCE:
A bachelor’s degree from an accredited college or university with major course work in computer science, instructional design, or a related field and two years’ relevant experience, OR an associate’s degree in computer science or related field and five years’ experience troubleshooting and repairing microcomputers and associated equipment, including experience working with video conferencing systems.

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.