SHASTA-TEHAMA-TRINITY JOINT COMMUNITY COLLEGE DISTRICT
POSITION DESCRIPTION

POSITION TITLE:	Information Technology Support Technician
JOB CLASSIFICATION:	____ Administrator - Educational ____ Confidential
	____ Administrator - Classified _X_ Classified
	____ Faculty
RANGE:	36
HOURS PER DAY:	8
HOURS PER WEEK:	40
MONTHS PER YEAR:	12
REPORTS TO:	Technology Support Services Supervisor or designee

DESCRIPTION OF BASIC FUNCTIONS AND RESPONSIBILITIES

To install, maintain and support District owned computers and peripherals as assigned; to assist faculty, staff and students with hardware, software and peripheral operations. Under limited supervision, this job class provides specialized computer user support services related to the effective and efficient use of the college computers, systems and peripherals. This job requires technical knowledge in the areas of computer hardware and operating systems as well as all major information systems used by the District.

TYPICAL DUTIES

Essential Functions:

- Provide 1st level support for the District's networked computer workstations and associated peripheral equipment used by students, faculty and staff both on campus and at distance education locations.
- Fosters effective and efficient utilization of computer resources in person, over the phone, via email, chat, or through the utilization of other modern communication systems.
- Installs and appropriately configure Windows, Apple, and mobile device operating systems and standardized application software onto the District's computer systems; sets up network parameters to provide proper connectivity with campus servers and the Internet.
- Installs and sets up basic computer workstations, related equipment and software drivers for equipped devices; troubleshoots, diagnoses, and replaces system components and ensures the proper interconnection and operation of printers, scanners, and other peripheral equipment.
- Works with staff to assess needs and resolve technical problems or questions; researches answers and alternative solutions, and makes recommendations.
- Utilize remote tools to provide customer service while not being physically present.
- Participates in the evaluation and selection of software, computers, and related

equipment.
- Answers questions and helps students, faculty and staff to effectively utilize District owned computer workstations and systems.
- Prepares and maintains documentation for computer and peripheral use; document knowledgebase information to support user self-service.
- Assists with the maintenance of inventory information on hardware and software and a library of device drivers and hardware/software documentation in collaboration with other Desktop support positions.
- Support District and community use of campus facilities with portable video projection and public address system installations, as assigned. Maintain performance standards through efficient use of the Districts help desk solution.
- Maintain a level of formal and self-training in order to remain effective and knowledgeable with current technology standards and codes.

Marginal Functions:

- Perform other related duties similar to the above in scope and function as required.

EMPLOYMENT STANDARDS

Knowledge of:

- Modern Windows, Apple and mobile device operating systems, hardware, and peripherals.
- Principles, procedures, and practices of computer and related equipment operations including systems setup and configuration, networking of computers and basic data protection.
- Methods and techniques used in troubleshooting computer and network problems.
- Basic principles and techniques of operating system and software maintenance, licensing and backup.
- Asset management and change control processes.
- General principles of account management for Windows and Apple directory environments.
- Software tools used to remotely support personal computers.
- Research techniques to support staying current and for solving technical problems.

Ability to:

- Effectively install, configure and troubleshoot desktop computer hardware, software, and peripherals and auxiliary equipment.
- Actively promote adherence to the District's computer use policies as well as follow other District policies and procedures.
- Independently diagnose and resolve technical problems with end-users.
- Learn the proper operating procedures for all major information systems used by the District.
- Effectively utilize the District help desk solution.

- Work as call-center technician.
- Demonstrate appropriate time management skills.
- Effectively communicate in both oral and written forms.
- Work effectively and cooperatively as a member of a team and with those contacted in the course of work.
- Interpret and follow both verbal and written instructions accurately and pay attention to the quality of work produced.
- Effectively learn new concepts and technologies in the computer and networking field.
- Analyze problems, conduct independent research, determine effective solutions, and collaborate with others for successful results.
- Drive to off-campus District locations.
- Provide excellent customer service.
- Demonstrate a sensitivity to relate to persons with diverse social-economic, cultural, and ethnic backgrounds, including the disabled.
- Adhere to safety standards.

QUALIFICATIONS

Education Required:

- A high school diploma – AND
- One year of college coursework in computer science or an equivalent combination of relevant education, certifications and work experience.

Experience Preferred:

- Two years of experience performing related duties and responsibilities of this position. Hobbyist experience shall not apply.

Other Required or Preferred Qualifications:

- While performing the duties in this class, the employee is frequently required to stand, walk, sit, stoop, and kneel. Also, the employee is frequently required to use hands to finger, handle, or feel objects, tools, or controls; reach with hands and arms and to talk and hear.
- Employee is occasionally required to climb, balance, crouch or crawl.
- The employee must regularly lift and/or move up to 15 pounds, frequently lift and/or move up to 30 pounds, and occasionally lift and/or move more than 75 pounds. Specific vision abilities required by this job include close vision and color vision as well as the ability to adjust focus. Work can occur in tight places that may be dirty.
- Microsoft Certified Solutions Associate certification is desired.
- California driver license required.

APPROVALS

Date Created/Revised: 11-04-2014

Cabinet Reviewed: 11-18-2014

Board Approved:	12-10-2014

The District shall provide equal employment opportunities to all applicants and employees regardless of race, religious creed, color, national origin, ancestry, physical disability, mental disability, medical condition, genetic information, marital status, sex, gender, gender identity, gender expression, age, sexual orientation, or status as a Vietnam-era veteran. (AP 3410 – Nondiscrimination)