

## COMPUTER TECHNICIAN

Class Code	OT Status	EEO Category	Represented Status	Salary Grade	Effective Date	Status	Pages
	Non-Exempt	Technical/Paraprofessional	PEU Local 1	56	07/01/2017	Classified	1 of 2

### DEFINITION

To install, troubleshoot, maintain and operate computers for student and faculty use; to plan, organize, and coordinate the operations of computer center(s) for multiple departments; and to assist students, faculty and staff in using computers and peripheral equipment.

### SUPERVISION RECEIVED AND EXERCISED

- Receives supervision from a departmental supervisor or manager.
- May receive technical or functional supervision from higher-level departmental personnel.
- May provide training and direction to student assistant or other assigned staff.

### EXAMPLES OF DUTIES

Duties may include, but are not limited to, the following:

- Monitors computer software and hardware operating status; ensures that computers, terminals, printers, and other peripherals are in operating order; performs minor maintenance when necessary or arranges for repair of equipment; reports equipment problems or failures and provides necessary documentation.
- Performs the installation, upgrade, and maintenance of software applications and suites; and ensures compliance with license agreements and copyright legislation.
- Assists in, and/or provides training for students, staff and faculty in computer operations.
- Documents events concerning computer systems or the computer center/network.
- Serves as a technical resource person for equipment and hardware/software maintenance.
- Maintains an accurate inventory of technical equipment, including system and software configurations and network addressing; orders supplies as necessary.
- Initiates start up and shut down of systems and peripherals; performs system back-up on appropriate media; reloads paper and toner on printers; installs and configures hardware and software.
- Monitors the budget; manages accounting systems used by various campus laboratories.
- Attends conferences and seminars as required to stay current with changing technology.
- Attends and participates in departmental meetings to stay current with campus and department policies.
- Performs related duties as assigned.

### MINIMUM QUALIFICATIONS

Knowledge of:

- Administration, use, and requirements of common computer operating systems and applications programs.
- A wide variety of software used by various college programs.
- Procedures of software and hardware configurations and optimization.
- Internet connectivity protocol and applications.



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- Equipment and supply purchasing procedures and practices.
- Principles and practices of technical supervision and training.

Skill/Ability to:

- Troubleshoot and resolve technical issues with computers, projectors and other computing equipment.
- Perform responsibilities independently, with a high level of good judgment.
- Select, train, and evaluate student assistants and tutors.
- Create operating system images consistent with campus standards; deploy images to target computers.
- Perform standard preventative maintenance on computers, printers, and related peripherals.
- Provide timely technical support and advice regarding operation, support and maintenance of college computer systems, and hardware and software purchases.
- Train users in various computer systems and applications.
- Understand technical manuals and instructions.
- Follow District policies on purchasing software and hardware for computer labs.
- Establish and maintain cooperative work relationships with those contacted in the performance of required duties.
- Demonstrate understanding of, sensitivity to, and respect for the diverse academic, socio-economic, race, ethnicity, gender identity, sexual orientation, age, mental or physical disability, and religious background of all students, faculty and staff, and with all individuals encountered in the performance of required duties.

**EXPERIENCE AND TRAINING**

- Two (2) years of experience in providing operation and support to a variety of computer users, preferably in an educational environment, including hardware, software and operating system imaging.

**EDUCATION/LICENSE OR CERTIFICATE**

- Possession of an Associate degree from an accredited college with major course work in computer science, business, or a related field, or the equivalent.

Adopted: 07/01/17