

SOUTHWESTERN COMMUNITY COLLEGE DISTRICT

CLASS TITLE: PC SYSTEMS TECHNICIAN

SUMMARY DESCRIPTION

Under the direction of the Computer Operations Supervisor, install and maintain equipment and software related to personal computer systems and peripherals; provide technical assistance to faculty, staff, administrators and students in the use of hardware and software technology within assigned area relative to both academic and administrative information systems; diagnose and repair campus computer equipment.

REPRESENTATIVE DUTIES

The following duties are typical for this classification. Incumbents may not perform all of the listed duties and/or may be required to perform additional or different duties from those set forth below to address business needs and changing business practices.

1. Install and relocate computer systems and peripherals. ***E***
2. Install, configure and maintain a variety of computer hardware components and software applications related to both academic and administrative use. ***E***
3. Pull new and reroute existing data cables; set up communication links; test and verify data communication links between computer equipment and campus network. ***E***
4. Upgrade computer systems and software; install new components, software, hard drives and transfer existing data files to new systems. ***E***
5. Set-up e-mail accounts on local computer faculty, staff and administrative computer work stations. ***E***
6. Test network data drops from desktop to IDF cabinet. ***E***
7. Install, test and maintain wireless networking software including installation of VPN application software and configuring county network connections for fiscal and payroll services. ***E***
8. Maintain and repair equipment related to computer systems including microcomputers (PC and Mac), printers (Ink Jet, Lasers, Dot Matrix, Plotters), scanners, PDA's and speakers. ***E***
9. Evaluate and recommend purchases of microcomputers and peripherals; research pricing, compatibility and availability. ***E***
10. Provide user support and perform service calls on campus; determine problem and adopt effective course of repair. ***E***
11. Maintain inventory of parts, supplies and equipment; prepare requisitions, purchase tools, parts and test equipment; evaluate and recommend new products. ***E***
12. Maintain files of equipment specifications, manuals, diagrams, circuit diagrams and parts lists. ***E***
13. Maintain an equipment testing and repair shop; operate various software tools, cable crimp tools and network diagnostic equipment. ***E***

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14. Maintain current knowledge of equipment and procedures utilized in field of specialty including microcomputers, networking and related equipment; attend seminars, trade shows, vendor demonstrations and product training sessions. *E*
15. Provide technical direction to Information Technology Support Technicians as needed to provide problem solving. *E*
16. Identify, define and accurately document all detected/reported problems, bugs, discrepancies and re-occurring errors; keep documentation (e.g. written job procedures, practices and fixes) up-to-date, complete and reliable. *E*
17. Provide resolution of desktop applications including Operating Systems for Windows and Macintosh environments. *E*
18. Use industry practices and techniques to achieve resolution of computer hardware and software application errors. *E*
19. Identify methods of improving customer service; advise peers and supervisor of any recommended improvements. *E*
20. Train and provide work direction to student employees as necessary.
21. Perform related duties and responsibilities as required.

KNOWLEDGE AND ABILITIES

Knowledge of:

Principles and practices of computer science, networking and information technology.

Microcomputers including personal computers (PC) and Macintosh (MAC) computers, peripherals and components including operating systems, office suites and associated software applications.

Principles and practices used in the imaging and installing microcomputers, networks, instructional technology and multimedia.

Electronic and electrical equipment, materials and theory.

Applicable software including local area networks.

Applicable software related to the administrative/student database application including Datatel, SARS Grid and WSFTP.

Materials, tools and methods used in the repair and maintenance of projects as assigned.

Health and safety regulations.

Oral and written communication skills.

Interpersonal skills using tact, patience and courtesy.

Technical aspects of field of specialty.

English usage, spelling, grammar, and punctuation.

Methods and techniques of proper phone etiquette.

Customer service delivery methods.

Ability to:

Install and maintain equipment related to computer systems.

Determine and specify components for PC and peripheral upgrades.

Perform maintenance, repair and upgrades as needed.

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Consistently ensure the working quality of computer hardware and campus supported software applications.

Use hand tools, electronic testing equipment, network testing equipment and materials of the trade.

Analyze situations accurately and adopt an effective course of action.

Identify, define and accurately document all detected/reported problems, bugs, discrepancies and re-occurring errors.

Provide resolution of desktop applications including Operating Systems for Windows and Macintosh environments.

Use industry practices and techniques to achieve resolution of computer hardware and software application errors.

Compile and maintain accurate and complete records and files.

Prepare clear and concise reports.

Work from plans, specifications and schematic drawings and charts.

Develop and enforce safe work standards and high quality levels of service.

Work independently with little direction.

Meet schedules and time lines.

Plan and organize work.

Work cooperatively with others.

Train and provide work direction to student employees and others.

Work with and exhibit sensitivity to and understanding of the diverse racial, ethnic, disabled, sexual orientation, and cultural populations of community college students.

Communicate clearly and concisely, both orally and in writing.

Establish and maintain effective working relationships with those contacted in the course of work.

EDUCATION AND EXPERIENCE

Any combination equivalent to: A Bachelor's degree from an accredited college or university with major course work in computer science, information technology or a related field; OR at least two years college level course work in electronics or related field and two years experience in electronics including development, maintenance, installation and repair of a wide variety of electronic and network support.

LICENSE OR CERTIFICATE

Valid California driver's license and a safe driving record.

PHYSICAL DEMANDS AND WORKING ENVIRONMENT

The conditions herein are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential job functions.

Environment: Work is performed primarily in a standard office or various campus settings including classrooms, offices, centers and buildings with frequent interruptions and distractions; extended periods of time viewing computer monitor; possible exposure to moderate voltage.

Physical: Primary functions require sufficient physical ability and mobility to work in an office setting; to sit and operate a computer terminal for extended periods of time; to work at heights on ladders; to bend, kneel and crouch; to lift, push, and/or pull moderate amounts of weight; to reach overhead, above the shoulders and horizontally; to operate, install and relocate computer equipment requiring repetitive hand movement and dexterity of fingers; and to verbally communicate to exchange information.

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Vision: See in the normal visual range with or without correction to identify hardware problems and view a computer monitor.

Hearing: Hear in the normal audio range with or without correction.

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