GENERIC POSITION DESCRIPTION

IT SUPPORT TECHNICIAN II
A Classified Position
Grade 31A – Salary Schedule 60

A. General Statement

Under direction of the Director of Information Technology Support Services, the IT Support Technician II works as a member of the District-wide technology support team to provide information technology support to the administrative and instructional users throughout the District. An IT Support Technician II provides support to faculty, staff and students on various computer platforms, audio-video technology, networks and applications. The IT Support Technician II performs technical work involving troubleshooting with the support of other members of the technology support team. The work involves a variety of technologies and actions, including: installation, operation, configuration, repair, modification, and support of computers, electronic components, audio/video/multimedia equipment, software applications, desktop applications, some network servers supporting instructional programs, and other equipment.

Public contact is extensive and includes ITS department staff, other support team members, faculty staff, students, and technology vendors and suppliers for the purpose of determining and resolving technology problems, planning upgrades, or making improvements. A high degree of independent judgment is required to resolve frequent minor and occasional major problems that occur. Consequences of errors in judgment could be costly in terms of equipment damage, loss of staff time, financial loss and negative customer relations; however, supervisory controls and the ability to rely on the assistance of other members of the technology support team will reduce the risk of serious errors. An IT Support Technician II leads the work of student assistants and other staff as assigned.

B. Duties & Responsibilities

The duties below are representative of the duties of the classification and are not intended to cover all of the duties performed by the incumbent(s) of any particular position. The omission of specific statements of duties does not exclude them from the position if the scope of work is similar, related, or a logical assignment to this classification.

1. Performs technical work involving the District-wide installation, configuration, modification, and maintenance of desktop computer hardware, instructional servers, group policies, and other high end software applications, networking, audio/video equipment, and local area networks
2. Uses diagnostic equipment to test, adjust, modify and repair electronic equipment
3. Assists with the setup, upgrade, or maintenance of large instructional lab deployments
4. Assist with installations of general AV equipment (including but not limited to displays, projectors, microphones, mic mixers, loudspeakers, amplifiers and distribution amplifiers, various DSP systems
5. Troubleshoots and corrects hardware problems; reports equipment problems or failures and provides necessary documentation; coordinates repair services with external contractors; makes

recommendations for improving the life/continued usefulness of existing equipment; provides basic support, including repairs and purchases for audio and video equipment/services

6. Uses the HelpCenter system to track and monitor work orders and service requests and sets work priorities based on severity and impact, providing responsive and effective support services at all District locations

7. Develop and maintain technical documentation where needed to provide reference for other staff, and operational instructions for more complicated configurations, lab situations or for other purposes

8. Communicates with the Director Information Technology Support Services, faculty and staff, and the other technology support team members regarding work orders, work in progress, and/or support requirements related to the reliable advanced operation of all District desktop computer systems, instructional servers, audio/video capabilities, network services, considerations related to workload and service priorities, equipment supply and storage, planning the purchase of new and upgraded equipment, modifications/renovations and improvements to facilities, responding to customer requests and project timelines, and other matters

9. Provides support to appropriate ITS staff to administer, maintain and operate local area networks on each campus and also the wide-area network when necessary and to provide technical support services to faculty, staff and students for technologies serving the administrative and instructional needs of the District

10. Assists staff in the planning, purchasing, and installation of new hardware and software

11. Supports team members in the installation and maintenance of virtual desktop infrastructure (VDI) environment District-wide

12. Performs other duties as assigned.

C. Requirements

1. Formal training in the use of computer hardware, systems software, desktop applications, audio visual/multimedia and supporting equipment, and a variety of network topologies using a combination of protocols

2. Successful work experience that has included determination, isolation and resolution of problems in computer systems or audio visual equipment, the installation, configuration and modification of a variety of operating systems on both desktop workstations and servers including all versions of Windows, MacOS, Unix and others

3. Experience installing drivers and software application programs, installing, configuring, troubleshooting, and maintaining local area networks and network applications

4. Experience supporting AV technologies (including but not limited to room control & automation, video conferencing, audio processors, digital signage)

5. Extensive knowledge of Microsoft and Apple operating systems and hardware

6. Experience preparing procedures and documentation for use by faculty, staff, and students

7. Demonstrated skill in respectful and sensitive communication with people at all levels in an organization who are diverse in their cultures, language groups and abilities

8. Previous experience leading the work of others

9. Demonstrated skill in multi-tasking and prioritizing workloads with similar deadlines

10. Experience providing assistance in planning, designing and implementing technology-related additions, renovations, remodeling or facilities improvements

11. Possession of a valid California Drivers' License and the ability to drive a motor vehicle to off-site or other locations are required

OR
An equivalent combination of education and experience

D. Physical/Other Requirements

1. Sitting or standing for prolonged periods of time.
2. Dexterity of hands and fingers to operate a computer keyboard, touch screen and mouse.
3. Use of hand tools such as screw drivers, pliers, etc.
4. Lift equipment up to 40 pounds.
5. Crawl on the floor, work under desks and in tight places.
6. Work on ladders.
7. Requires the incumbent to use a cellular telephone that either can be issued by the District or provided by the employee who will receive the District monthly stipend to cover work use.

E. Knowledge, Skills & Abilities
1. Knowledge of Apple and PC computer hardware, Server Operating systems, Windows Group Policies, Linux server Operating System, software, imaging concepts, computer networks and wireless networking.
2. Knowledge and ability in the area of Windows Group Policies in a domain environment. Ability to create, edit, maintain and upgrade as needed to provide support instruction.
3. Skill in the detection and correction of malfunctions in computer systems, servers, and installation of PC, Apple and Linux operating systems and desktop/instructional software applications.
4. High level technical problem solving ability.
5. Skill in respectful and sensitive communication with other team members, and people at all levels in an organization that is diverse in their cultures, language groups and abilities.
6. Skill in installing, configuring, modifying, optimizing performance and problem determination and resolution with servers located in instructional labs.
7. Skill in the use of a variety of computer software to prepare procedures, documentation and reports for use by others as required

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