



Cañada College ♦ College of San Mateo ♦ Skyline College

GENERIC POSITION DESCRIPTION

IT SUPPORT TECHNICIAN I

A Classified Position

[Grade 27A – Salary Schedule 60](#)

A. General Statement

Under direction of the Director of Technical Support Services, the IT Support Technician I works as a member of the Districtwide technology support team to provide information technology support to the administrative and instructional users throughout the District. An IT Support Technician I provides support to faculty, staff and students in the operation, scheduling and delivery, inventory, storage, and minor repair of instructional media and instructional technology equipment and supplies. This position also is involved with basic editing and conversion of analog and digital instructional media. Public contact is extensive, and includes ITS department staff, other support team members, District Office staff, faculty, 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 I can lead 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. Exchanges information with faculty, staff, students, vendors, and contractors regarding the operation, safety procedures, storage, availability, scheduling, delivery, purchase, configuration, and setup of computer systems, instructional media, and related equipment
2. Confers with faculty and other staff to determine which of the various types of media and/or audio video equipment is most appropriate for specific presentations and uses and demonstrates the safe handling of media center equipment
3. Recommends specific equipment and supplies for use in classroom presentations and for special events
4. Confers with supervisory and other department staff regarding short-term and long-range plans for service improvements
5. Provides a variety of clerical and technical services in the circulation, storage, minor maintenance, inventory and documentation of audio-visual and computer equipment, basic digital editing of video

content and conversion of analog media to a digital format, as well as support services for administrative and instructional uses of technology and audio/video/multimedia equipment

6. Performs basic installation, operation, configuration, repair, modification, and support of electronic components and equipment, including personal computers, software applications, desktop applications, audio/video equipment, multimedia and other type systems and coordinates repairs with external contractors
7. 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
8. Selects and schedules delivery, set-up, removal and storage of computers, recorders, video and audio equipment and supplies as requested
9. Attends meetings, workshops, and other events to maintain technical currency and to obtain up-to-date vendor and product information
10. Drives a motor vehicle to deliver and pick up computer, audio, video, and other equipment and supplies
11. Uses various software applications to develop systems to track a variety of data related to equipment purchase, modification, scheduled maintenance, replacement, usage, inventories and repair histories
12. Researches and compiles data for special and regular reports as assigned
13. Schedules and performs physical inventories, maintains storage areas for equipment, and arranges for removal and storage of equipment and supplies
14. Installs video recording and sound equipment as needed for non-broadcast format productions
15. Sets up and operates sound reinforcement systems of various sizes and level of complexities for events not utilizing the theater
16. Directs the work of other staff and student assistants in the delivery, set up and record keeping for media center equipment
17. Communicates with the Director of Technical Support Services, faculty and staff, and the other technology support team members regarding work orders and/or support requirements related to the reliable basic operation of all District desktop computer systems, audio/video capabilities, 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
18. Develops and maintains technical documentation where needed to provide reference and operational instructions for more complicated configurations, lab situations or for other purposes
19. Reports equipment problems or failures and provide necessary documentation;
20. Performs other duties as assigned

C. Requirements

1. Graduation from high school and college courses in Electronics or a closely related field
2. Successful work experience that has included demonstrated skill in using proper safety procedures and operation of various types of audio visual, recording and computer equipment and determination, isolation and resolution of problems in computer systems or audio visual equipment, the basic installation, configuration and modification of a variety desktop workstations including Windows, MacOS
3. 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
4. Experience in the use of a variety of applications software to set up and track statistical and other data
5. Demonstrated skills in working effectively as part of a customer service team
6. Demonstrated skill in detailed recordkeeping
7. Demonstrated skills in the safe handling and moving of equipment of moderate to heavy weight
8. Basic training in the use of computer hardware, systems software, desktop applications, and audio visual and supporting equipment

9. Demonstrated skill in basic analyzing, installing, repairing and modifying computer system configurations and sound and video equipment, including component repairs
10. Skill in installing drivers and software application programs and preparing documentation
11. Skill in providing assistance in planning, designing, and implementing technology-related additions, renovations, remodeling or facilities improvements
12. Skill in training and leading the work of student assistants and other staff
13. Demonstrated skill in multi-tasking and prioritizing workloads with similar deadlines
14. 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

This classification requires shape and color distinction; eye to hand coordination; data analysis and comparison; good memory; analytical and problem-solving skills; moving and carrying moderately (up to 50lbs) weighted equipment; kneeling, pushing, pulling, reaching overhead; climbing stairs of varying heights; flexibility and adaptability; patience; oral and written communication; patience, teamwork, tact and a customer-service attitude in order to perform the required functions; this classification requires the incumbent to possess 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 the installation, configuration, setup, maintenance and operation of audio visual, computer and other educational media equipment
2. Knowledge of Macintosh and PC computer hardware, software, and computer networks and wireless networking
3. Knowledge of the various processes necessary to convert analog media to digital media
4. Knowledge of the basic digital editing process for video and/or audio content
5. Basic knowledge of electrical wiring, lighting, sound and rigging systems commonly used in media centers and theaters
6. 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.
7. Skill in the use of a variety of computer software to prepare procedures, documentation and reports for use by others as required
8. Skill in oral communication, including giving clear and concise instructions
9. Ability to apply applicable safety procedures to the handling of electronics equipment, tools, and components
10. Ability to work effectively as part of a customer service team

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