



# Computer Support Technician

Class Code:  
MCS

Bargaining Unit: California School Employees Association

STATE CENTER COMMUNITY COLLEGE DISTRICT

Established Date: Jun 14, 2011

Revision Date: Sep 19, 2017

## **SALARY RANGE**

\$25.49 - \$30.95 Hourly  
\$4,417.92 - \$5,365.17 Monthly  
\$53,015.00 - \$64,382.00 Annually

## **DEFINITION:**

Under direction, provides technical support to college end-users in the installation, maintenance, diagnosis, troubleshooting, and resolution of computer-related software, hardware, and equipment problems.

## **EXAMPLES OF DUTIES / ESSENTIAL JOB FUNCTIONS:**

- Receives, records, prioritizes, and responds to Help Desk Service tickets, incoming calls, and e-mails regarding computer-related hardware and software problems and provides follow-up support until items are resolved.
- Delivers, installs, connects, and configures desktop computers, VoIP devices, printers, scanners, readers, and other peripheral equipment and runs tests to ensure proper equipment function.
- Installs, configures, patches, upgrades, and maintains computer operating systems and applications software while assuring compliance with defined requirements and compatibility with the network before release to users, modifies software to satisfy user requirements, and analyzes computer and software needs for future expansions.
- Provides technical support to end-users regarding desktop, physical and virtual, and network connectivity issues, performs general hardware and software tests using diagnostic and testing equipment, and communicates with vendors as needed to identify and resolve technical issues.
- Installs and connects cables, wireless access points, Wi-Fi, network cards, and other layer one devices to the network.
- Provides basic training to end-users on the proper use of hardware, software, and computer-related equipment and helps ensure end-users are aware of what is available for their use and how to obtain support for all information technology services.
- Maintains detailed inventory records of hardware, software, and computer-related equipment using asset tracking and management system to make informed decisions about technology purchases and disposes of obsolete assets.
- Maintains proper hardware replacement planning information to assist with forecasting the regular replacement or upgrading of desktop, laptop, printer, and related technology assets.
- Performs minor repairs and replaces parts on equipment, recommends services for major repairs, and coordinates warranty work for hardware covered under product warranty agreements.
- Contacts vendors regarding software, equipment specifications, repairs, and replacement parts, tracks, registers, and ensures compliance of equipment warranties and licenses, and maintains related documentation for departmental workflow and warranty claims as necessary.
- Obtains bids, quotes, benchmarks, costs, orders, and receipts of hardware, software, and computer-related purchases.
- Maintains documentation including configuration information, installation procedures, and standard user instructions.
- Provides technical support to computer labs, physical and virtual, and helps install and maintain computers, mobile devices, peripherals, and software applications, including specialized systems to meet pre-defined departmental and Americans with Disabilities Act (ADA) requirements.
- Develops and deploys optimized images in a timely and effective manner to the computer labs that include a wide variety of both purchased and shareware software packages.
- Assists in creating folders and connecting with file shares.
- Works collaboratively to identify and implement standards for campus technology support such as average response time, mean time to repair, end-user satisfaction, and number of problems resolved within a given period, develops best practices, and fosters a continuous improvement of information technology services.
- Provides input and recommendations on hardware specifications required to meet the computing needs of end users.
- Maintains current knowledge of trends in hardware and software, troubleshooting, automation technologies, and other changes that could improve computer server and support.
- Performs a wide variety of clerical work including typing, proofreading, filing, and maintaining records on items such as software and hardware installations and trouble calls, and prepares reports, correspondence, data, and other information as needed.
- Attends meetings, conferences, and workshops and serves on district and campus committees as directed.
- May assign, monitor, and review the work of others.
- Performs other duties as assigned.

## **Auxiliary Job Functions**

The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to this classification.

## **EMPLOYMENT STANDARDS / MINIMUM QUALIFICATIONS:**

### **Education & Experience**

Any combination of education and/or experience equivalent to: Associate's degree preferably with a major in computer information systems, management information systems, computer technology, computer science, computer engineering or a closely related field AND two (2) years of recent, full-time paid technical computer experience in a local area network environment.

**Licenses & Certificates**

Valid Driver's License

**Knowledge of:**

- Problem resolution and technical support services for end-users in the operation and use of computers, peripheral equipment and various network connections.
- Best practices for troubleshooting and determining the causes of system, computer, application, and hardware problems and device errors and failures.
- Operational characteristics of various computer systems and operating environments.
- Basic knowledge of Windows Server roles to include account management, security group management, and managing New Technology File System (NTFS) permissions.
- Tools, equipment and safety practices used in maintenance and repair of computers and peripheral equipment.
- Basic principles of network concepts, security access control, and network operating software.
- Operational characteristics of various computer systems and operating environments throughout the campus.
- Desktop computer software applications used on campus in curriculum or business operations.
- Operational hazards and standard safety precautions.
- Methods and equipment used to troubleshoot equipment and basic network malfunctions.
- Features, capabilities and limitations of computer hardware.
- documentation procedures, terms, and use for various information technology services.
- New trends and developments in computer and network technology.
- Recordkeeping and report preparation techniques to ensure information is accurately presented.
- Math including addition, subtraction, multiplication, and division.
- Proper English usage, including spelling, grammar, and punctuation in order to compose items such as correspondence and/or reports.
- Customer service principles in order to appropriately interact with students, staff, faculty, and the public.
- Current computer operating systems, software applications and office productivity software such as word processing, spreadsheets, calendaring, presentation, and database programs.

**Skill to:**

- Analyze, identify and resolve user problems with the use of computers, peripheral equipment, network services, and/or related equipment.
- Analyze needs and devise effective solutions, document computer application systems for both technical and non-technical audiences.
- Demonstrate active listening skills, communicate ideas and information effectively both orally and in writing, and speak effectively before large and small groups.
- Utilize diagnostic test procedures and instruments.
- Effectively communicate with individuals for whom English is not a primary language.
- Exercise tact, diplomacy and confidentiality in dealing with sensitive and complex issues and situations.
- Plan and organize work to meet established timelines and department schedules.
- Operate standard office equipment such as computers, fax machines, copy machines, telephones, and others.
- Utilize word processing, spreadsheets, email, online calendaring and data entry/retrieval from database programs.
- Rapidly learn and acquire skills in areas and technologies not previously assigned.
- Type at a sufficient speed to maintain workflow.
- Install computers and peripherals based on pre-determined physical and logical topology.
- Install and operate IP camera's and related equipment.

**Ability to:**

- Communicate with users in a professional manner using patience, courtesy, and empathy to provide customer satisfaction.
- Research, install, troubleshoot, diagnose, repair, and resolve hardware, software and network connectivity problems to minimize system downtime for the computer user.
- Analyze problems, evaluate alternatives and make sound recommendations.
- Maintain composure and handle multiple user calls simultaneously.
- Provide prompt and appropriate technical support service to system users.
- Obtain accurate and complete information from customers, in person and by telephone, to identify their needs and problems and develop responses and solutions.
- Maintain accurate inventory of computer hardware and software components.
- Understand and apply technical instructions, materials and resource publications.
- Participate on technical discussions with technical and non-technical groups.
- Prepare clear, concise and accurate systems documentation and reports of work performed.
- Analyze problems, develop sound problem-solving models, and propose logical solutions to problems.
- Effectively utilize the commands, functions, and operations commonly used in computer software to meet computer user requirements.
- Recognize and resolve problems related to computer user programs, equipment, and basic network malfunctions
- Write instructions in a manner that can be understood by computer users with different levels of computer literacy
- Write clear and logical documentation
- Train computer users in the use of a wide variety of computer software, equipment, and basic network operational procedures
- Provide technical assistance to staff members with less-technical assignments.
- Set priorities and follow up on work assignments in a timely manner.
- Establish and maintain effective working relationships with District administrators, management, staff, students, diverse community, business and industry contacts, collaborative partner contacts, independent programs consultant/trainers, and the public.
- Understand, be sensitive to and respect the diverse academic, socio-economic, ethnic, religious, and cultural backgrounds, disabilities and sexual orientation of students, parents, teachers, administrators and staff.
- Assign, monitor and review the work of others.
- Learn and apply college and district policies and procedures.
- Maintain confidentiality of sensitive information and records.
- Operate computers and their peripherals. • Use current common software applications in order to accurately enter and retrieve data.

**PHYSICAL AND MENTAL DEMANDS:**

The physical and mental demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this class. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

**Physical Demands**

While performing the duties of this job, the employee is regularly required to sit; talk or hear, both in person and by telephone; use hands to finger, handle and feel computers and standard business equipment; and reach with hands and arms, grasping of items with fingers and hands; pushing, pulling, and reaching for items with hands and arms; stooping, crouching, crawling, and climbing ladders to install or remove equipment; color and sound determination for error code recognition; moving from place to place within an office; some reaching for items above and below desk level. Strength, dexterity, coordination and vision to use a keyboard and video display terminal for long periods of time. Hearing and speaking ability to communicate clearly on the telephone or in person. Specific vision abilities required by this job include close vision and the ability to adjust focus. Lift and carry office supplies and equipment such as file servers weighing up to 50 lbs.

**Psychological Demands**

While performing the duties of this class, the employee is regularly required to use written and oral communication skills; read and interpret complex data, information and documents; analyze and solve problems; observe and interpret people and situations; use math and mathematical reasoning; learn and apply new information or skills; perform highly detailed work on multiple, concurrent tasks with constant interruptions; work under intensive deadlines and interact with District administrators, management, faculty, staff, representatives of other agencies, and others encountered in the course of work.

**WORKING CONDITIONS:**

The work conditions characteristics described here are representative of those an employee encounters while performing the essential functions of this class. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Maintain consistent, punctual and regular attendance; required to frequently travel to locations other than assigned site; schedule changes may frequently occur based on business needs; work inside protected from the weather but exposed to varying temperatures; work outside exposed to the weather and varying temperatures; noise exposure under 65 decibels, roughly that of a normal conversation or a ringing telephone. Working in confined spaces such as crawl spaces. Exposure to dust, pests and electrical hazards.

**DISTINGUISHING CHARACTERISTICS:**

This classification performs complex duties in accordance with general instructions or procedures. This position differs from others by the responsibility for a variety of activities, work being limited to computers and related equipment, and includes coordination responsibilities with other systems.

A **Computer Support Specialist** leads, organizes and provides technical support to college end-users in the installation, maintenance, diagnosis, troubleshooting, and resolution of computer-related software, hardware, and equipment problems.

A **Computer Support Technician** provides technical support to college end-users in the installation, maintenance, diagnosis, troubleshooting, and resolution of computer-related software, hardware, and equipment problems.

**Supervision Received**

General supervision is received from an academic or classified administrator.

**Supervision Exercised**

No supervisory responsibilities. Incumbents assign, monitor, and review the work of other staff.

**CLASSIFICATION HISTORY:**

Duties Approved By: Board of Trustees  
Date: April 15, 1991

Class Approved By: Personnel Commission  
Date: April 15, 1991

Class Revised By: Personnel Commission  
Date: June 14, 2011

Duties Revised By: VC of Human Resources  
Date: September 13, 2017

Class Revised By: Personnel Commission  
Date: September 19, 2017

Updated By: Elba Gomez  
Date/Time: September 20, 2017  
Salary Range: 60