

**San Jose · Evergreen Community College District  
Classified Job Description**

**Position:** Information Technology Support Specialist

**Department:** CTSS or ITSS

**Location:** District-wide

**Date:** February 14, 2017

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**POSITION PURPOSE**

Under the direction of an assigned supervisor, perform skilled and technical duties related to the installation, maintenance and repair of computer endpoints including but not limited to: district-owned desktop and laptop computers, various mobile computing devices, peripheral equipment, printers, audio-visual equipment; assist faculty and staff in the proper use and maintenance of equipment both on and off campus.

**KEY DUTIES AND RESPONSIBILITIES:**

1. Install, maintain and perform routine to complex troubleshooting and repair on IT equipment such as desktop and laptop computers, mobile computing devices, peripherals, printers, audio-visual equipment and other related equipment.
2. Install, maintain and support software for classrooms, meeting rooms, offices, work rooms, facilities and labs across campus. This involves large scale deployment and management of software and licenses using a variety of software imaging and management tools.
3. Support cloud computing (i.e. cloud storage, webmail. Learning management systems, web-based software) enhance productivity, operations, research, learning and instruction.
4. Troubleshoot and resolve printing, copying and scanning issues for all printers and copiers for assigned sites.
5. Transport, set up and test a variety of audio, video and telecommunication and computer equipment including televisions, cameras, monitors, recording devices, microphones, audio and video switches; balance and adjust video equipment; troubleshoot problems on-site.
6. Install and configure network stations, connect network cards, cables, and other network equipment as needed to connect devices to the District network; provide technical support and analyze symptoms of malfunctions. Provide installation and testing of network equipment for instructional purposes. Troubleshoot network connectivity issues.
7. Diagnose system hardware and software; perform appropriate repair or recovery procedures; assist non-technical users and provide technical support based on analysis of symptoms.
8. Operate a variety of hand and power tools as needed to install and repair equipment and classroom technologies.
9. Provide assistance, information and technical expertise to faculty and staff regarding the safe and proper operation and maintenance of assigned equipment.
10. Provide input into the budget preparation process; research the cost, technical specifications and comparability of electronics equipment.
11. Prepare and maintain a variety of records related to equipment maintenance and repair, inventory control, service manuals and wiring diagrams, software and licensing agreements.
12. Assist in the evaluation, design and recommendations for classroom AV systems; evaluate, test and modify existing equipment to improve performance and reliability.

13. Provide technical and user support for a variety of events and meetings including video conferencing (such as Zoom and Skype) and audio-visual technology setup and teardown including conference phones.
14. Perform other duties related to the position as assigned.

## **EMPLOYMENT STANDARDS**

### **Knowledge of:**

1. Computer operating systems, office productivity software, instructional application software.
2. Best practices of computer, printer, audio-visual repair and troubleshooting.
3. Cloud computing and mobile computing and related applications.
4. Printing system configuration and maintenance.
5. Audio-visual equipment and components related to classroom instructional use and events and conference rooms
6. Applicable safety rules and regulations.

### **Skills and Ability to:**

1. Inspect, troubleshoot, and repair computer and audio-visual equipment.
2. Operate and use various hand and power tools in a safe and correct manner.
3. Install, maintain and configure complex software environment.
4. Analyze situations accurately and adopt an effective course of action.
5. Stay current in field by continually expanding knowledge of software programs and networking systems on a variety of operating systems.
6. Define problems, research and collect data, and write routine reports and correspondence.
7. Effectively communicate and interact with persons of diverse backgrounds and abilities.
8. Establish and maintain cooperative and effective working relationships with others.

### **Experience and Education:**

1. Associate's degree from a two-year accredited or technical school.
2. Three years of experience in computing hardware and software, networking, and digital/analog audio-visual equipment repair.
3. Demonstrated sensitivity, knowledge, and understanding of the diverse academic, socioeconomic, gender, cultural, disability, and ethnic backgrounds of the individuals we serve and sensitivity to and knowledge and understanding of groups historically underrepresented, and groups who may have experienced discrimination.

**WORKINGS CONDITIONS**

**Environment:**

1. Indoor and outdoor environment.

**Physical Demands:**

1. Hearing and speaking to exchange information in person or on the telephone.
2. Seeing to view a computer monitor.
3. Dexterity of hands and fingers to operate a computer keyboard.
4. Sitting for extended periods of time.
5. Lifting heavy objects.
6. Climbing.

**Hazards:**

1. Possible exposure to electrical hazards.

Board Approved: 08/02/1994, 07/01/1999 (rev. Computer/Electronics Technician) 2/13/2018 (rev. Network Technician)  
Salary Range: 112  
EEO Category: 2B2 – Other Professionals