CLASS TITLE: TECHNOLOGY SERVICES SPECIALIST I

BASIC FUNCTION:

Under the direction of the Technology Support Services Supervisor, provide support services for audio-visual and multimedia and related computer equipment; troubleshoot, analyze and resolve technical problems; install and maintain related equipment and train and assist faculty and staff regarding the use of audio-visual, multi-media and related computer equipment; assist with help desk activities as assigned.

DISTINGUISHING CHARACTERISTICS:

The Technology Services Specialist classifications provide user support regarding hardware and software matters covering the use of computers and other electronic equipment. This includes help desk support, training, computer repair and troubleshooting and related functions. The levels in the series are distinguished by the type and complexity of equipment and software supported by the position. The Technology Services Specialist I class provides help desk support to users and troubleshoots audio-visual, multi-media and other comparable electronic equipment on site. The Technology Support Services Specialist II also provides advanced diagnostic and troubleshooting of hardware and software in support of College staff related to desktop computers and other equipment of comparable complexity. The Technology Services Specialist III performs lead duties with respect to scheduling and assigning work orders for repair or diagnostics or provides technical training, guidance and direction for users regarding the full range of computer applications.

REPRESENTATIVE DUTIES:

ESSENTIAL DUTIES:

Provide support services for audio-visual and multimedia equipment; troubleshoot, analyze, and resolve technical problems related to equipment and its use; install, set-up and maintain audio-visual and multimedia equipment; maintain inventories and records pertaining to equipment; train and assist faculty and staff regarding the use of assigned equipment; provide for special event set-ups.

Assist in the development and maintenance of user help desk functions; identify and resolve user problems and refer complex issues to other Specialists; identify common malfunctions and operating problems and communicate applicable solutions.

Maintain current knowledge of advancements in use of technology in instructional settings; advise management of equipment enhancements and new purchases which would facilitate the classroom presentations by the faculty; assist in the evaluation and purchasing of specialized equipment as directed; maintain manuals and equipment records as directed.

Work with other College technology and media staff on shared projects; plan and coordinate special
projects, multi-media room.

Maintain other electronic and computer-related equipment such as sound systems, satellite and video-conferencing equipment and other equipment used in classrooms, labs, conference rooms and other facilities.

Operate a variety of computer equipment and software; participate with other Specialist in troubleshooting and repair of computer and related equipment as assigned.

Oversee the work of student assistants as assigned.

OTHER DUTIES:
Perform related duties as assigned.

KNOWLEDGE AND ABILITIES:

KNOWLEDGE OF:
Audio-visual and multimedia equipment and terminology.
Basic methods of servicing and troubleshooting audio-visual and multimedia equipment.
Microcomputer systems and a variety of common microcomputer software including word processing, spreadsheets, database software and presentation packages.
Diagnostic techniques and procedures used in computer repair.
Oral and written communication skills.
Modern office practices, procedures and equipment.
Record-keeping techniques.
Basic inventory methods and practices.
Interpersonal skills including tact, patience and courtesy.

ABILITY TO:
Plan, coordinate and maintain support procedures for audio-visual equipment and multimedia systems.
Troubleshoot, analyze and determine strategies for resolving hardware and software malfunctions.
Schedule and arrange for computer hardware, software and network maintenance, installations and repairs.
Assist in providing training and technical assistance to faculty members and staff in the use and operation of audio-visual equipment and multimedia systems.
Operate a variety of audio-visual equipment and microcomputers.
Provide help desk support to personnel concerning computer operations, software applications and related malfunctions.
Work independently with little direction.
Establish and maintain cooperative and effective working relationships with others.
Communicate effectively both orally and in writing.
Maintain sensitivity to and understanding of the diverse academic, socio-economic, cultural, disability and ethnic backgrounds of Community College students.
Meet schedules and time lines.
Understand and follow oral and written directions.

February 2014
Ewing Consulting Services
Operate a wire-fed arc welder.

**EDUCATION AND EXPERIENCE:**

Any combination equivalent to: two years of college-level course work in computer science, software applications or related field and one year of related experience.

**LICENSES AND OTHER REQUIREMENTS:**

Valid California driver’s license.

**WORKING CONDITIONS:**

**ENVIRONMENT:**
Office environment.
Driving a vehicle to conduct work.

**PHYSICAL DEMANDS:**
Dexterity of hands and fingers to operate a computer keyboard and mouse.
Hearing and speaking to exchange information.
Lifting, carrying, pushing or pulling moderately heavy objects.
Seeing to view a computer monitor and read a variety of materials.
Sitting or standing for extended periods of time.
Bending at the waist, kneeling or crouching.