CLASS TITLE: TECHNOLOGY SERVICES SPECIALIST III

BASIC FUNCTION:

Under the direction of the Technology Support Services Supervisor, provide advanced diagnostic and troubleshooting services for College staff and faculty; provide work direction and guidance to Technology Services Specialists; schedule and assign work to Specialists; provide training to College employees regarding the full range of technology products and software supported by the College.

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 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 work direction and guidance to Technology Services Specialists in assisting computer users; train, coordinate and prioritize tasks and schedule help desk coverage; monitor and evaluate work orders; review production deadlines with staff.

Develop and maintain help desk functions and documentation; provide users with new or revised documentation for software.

Create new e-mail, network and workstation accounts; maintain active lists of users; reset passwords as necessary.

Provide evaluation and testing of software applications, updates, patches and other software prior to production distribution.

Test new software of version control and compatibility with standards.
Plan, develop, implement and conduct training sessions for College personnel concerning computer operations, software applications and related practices and procedures; prepare and distribute related training materials; compose, prepare, develop and distribute manuals and instructional materials for training sessions; develop and maintain curriculum standards for technology-related staff development activities; compose and disseminate correspondence related to training activities; coordinate staff resource center activities; arrange for technology training with outside agencies as required; compile information and maintain records and reports related to training activities.

Provide help desk assistance to identify and resolve user problems; communicate applicable solution; prepare work orders and dispatch other staff to assist in resolution of client problems; set-up new software for campus use; provide users with access to appropriate software and resolve network access problems.

Maintain and repair microcomputers and related hardware and peripheral equipment; install service and repair computers and peripheral equipment; inspect, isolate and diagnose system malfunctions and determine appropriate repair procedures; replace boards and defective component parts as needed to restore equipment and peripherals to proper operation.

Install and support software applications as requested.

Purchase software, maintain software site licenses and inventory, and advise College computer users about software licensing and piracy regulations.

Operate testing and measurement devices, computer diagnostic software and other specialized instruments used in the repair and maintenance of electronic equipment; operate a variety of hand and power tools, meters, gauges and drills.

Operate a vehicle to pick up and deliver equipment.

Provide assistance, information and technical direction and guidance to faculty administrators and staff regarding the safe and proper operation, care and maintenance of computerized equipment.

Prepare or review work orders generated by the help desk and plan, prioritize and schedule the necessary repairs, installations and other activities; respond to emergency repairs as directed.

Maintain current knowledge of technology changes and advances.

Oversee the work of student assistants as assigned.

OTHER DUTIES:
Perform related duties as assigned.

KNOWLEDGE AND ABILITIES:

KNOWLEDGE OF:
Principles and practices of training and providing work direction to others.

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Technology Services Specialist III - Continued

Principles, practices and procedures of technology training and staff development.
Computerized and electronic equipment including microcomputers, peripherals and other office equipment.
Electronic and electrical theory and practices.
Methods, practices and terminology and procedures used in the maintenance and repair of electronic systems and equipment.
Operation of specialized hand and power tools and testing and measuring instruments.
A wide variety of computer software applications.
Safety practices and precautions used in working with electrical/electronic systems and equipment.
Diagnostic techniques and procedures used in electronics repair.
Manual instructions, sufficient to enable quick and accurate diagnosis of difficulties.
Modern office practices, procedures and equipment.
Record-keeping techniques.
Public speaking techniques.
Inventory methods and practices.
Interpersonal skills including tact, patience and courtesy.
Technical documentation.

ABILITY TO:
Plan, develop, implement and conduct training sessions for College personnel concerning computer operations, software applications and related practices and procedures.
Compose, prepare, develop and distribute manuals and other instructional materials for training activities.
Maintain and repair microcomputers and related hardware and peripheral equipment.
Perform technical work in the repair, maintenance and installation of a variety of computerized equipment.
Operate electronic measuring instruments and test equipment.
Operate hand and power tools in a safe and proper manner.
Maintain records related to work performed.
Read and understand service manuals and schematic diagrams to repair assigned computer and electronics equipment.
Establish and maintain cooperative and effective working relationships with others.
Analyze situations accurately and adopt an effective course of action.
Meet schedules and time lines.
Work independently with little direction.
Communicate effectively both orally and in writing.
Understand and follow oral and written directions.

EDUCATION AND EXPERIENCE:

Any combination equivalent to: associate’s degree in computer information systems or related field and six years of related experience.

LICENSES AND OTHER REQUIREMENTS:

Valid California driver’s license.

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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.