

Job Description/Title: Information Technology Support Technician
Approved, Bargaining Unit President: Reclassification Committee 4/10
Approved, MPC Associate Dean, Human Resources: 4/2010
Board Approved: 7/30/2010

MONTEREY PENINSULA COLLEGE

INFORMATION TECHNOLOGY SUPPORT TECHNICIAN

JOB SUMMARY

Under general direction respond to network, PC and Macintosh, user technical support requests. Receive limited supervision within a broad framework of standard policies and procedures. Provide computer hardware and software solutions for stand-alone and networked personal computers and Macintosh computers; ink jet and laser printers; perimeter network wiring; PC work stations, and associated equipment. Analyze, troubleshoot, and test systems to provide implementation support, software/hardware upgrades, maintenance, repair, and replacement, when needed. Provide assistance to faculty, staff and instructional laboratory technicians in the use of instructional computer laboratory facilities.

EXAMPLES OF FUNCTIONS

Essential Functions

Respond to requests regarding PC and Macintosh software and hardware, internet, Intranet, network (wired and wireless), POTS, IP telephone system and cell-phones, Motorola UHF and VHF systems, PDA, and printers.

Provide computer hardware and software solutions for stand-alone and networked computers within set guidelines and standards; update campus standard guidelines as needed.

Assist in the repair of computers, inkjet and laser printers, perimeter network wiring, computer work stations, smart class rooms and associated equipment.

Analyze, trouble-shoot, test, and implement software and systems. Upgrade, maintain, repair, and replace software and hardware as needed.

Manage the annual campus telecommunications system budget.

Install software to campus standards and help monitor anti-virus, anti-spam and inventory software.

Provide assistance to faculty and instructional lab technicians in the use of instructional computer laboratory facilities.

Educate users regarding virus, spam and hoax questions.

Establish and maintain end user support (security, consulting, documentation, and training) for supported software and hardware products.

Provide effective and timely resolution of assigned tasks; set up computer equipment and install supported software.

Perform preliminary diagnostic tests of software and hardware systems; gather and record appropriate data related to equipment testing.

Participate in and make recommendations for the design and implementation of new PC and network installations.

Coordinate work with the Network Engineer(s), instructional faculty, and laboratory assistants in troubleshooting perimeter wiring, patch panels, and network hubs connected to the campus network.

Assist the Network Engineers in managing the network system asset inventory database.

Facilitate cell-phone support and management of the cell-phone accounts. Support the Network Engineers with VOIP telephone maintenance and the repair of POTS; act as liaison between college staff and telephone vendors.

Evaluate and recommend hardware and software products for users.

Write memos, reports, and system configuration diagrams.

Other Duties

Assist the Help Desk and assist with Telephone System Management duties, as required.

Provide web application software and hardware training to staff and faculty.

When appropriate, modify hardware, replace various internal parts to correct problems or enhance performance or function.

Act under direction as a liaison between the college and various hardware and software vendors.

Serve on college committees as assigned

Perform other related duties as assigned.

EMPLOYMENT STANDARDS

Education and Experience

Any combination of education, experience and training that would indicate possession of the required knowledge, skills and abilities listed herein. For example, completion of college coursework in computer skills, or a related field, or three years of recent experience troubleshooting and repairing PCs in a network-training environment; a college degree in computer science, business administration or related field is preferred.

Knowledge

Knowledge of: the current version of Windows and Mac software. A working knowledge of the basics of Windows, e-mail applications, network protocols and software, personal computers laptops and PDA's as well as a familiarity with internet based applications.

Abilities

Ability to: train and listen effectively; display expert and innovative use of concepts and principles as a computer generalist. Successfully apply specialized knowledge to practical applications; analyze PC system behavior; correctly interpret and resolve complex computer problems; communicate effectively in both oral and written form; adjust and learn new hardware implementations and software applications; establish and maintain effective work relationships with those contacted in the performance of certain duties; demonstrate an understanding of, sensitivity to, and appreciation for, the academic, ethnic, socio-economic, disability and gender diversity of students and staff attending or working on a community college campus.

PHYSICAL EFFORT/WORK ENVIRONMENT

Moderate physical effort; occasional standing or walking; periodic handling of moderate to heavy weight equipment or supplies up to 50 lbs. Primarily indoor work environment.

Certificates or License(s) Desired: A+ Certification and Network+ or equivalent.