VENTURA COUNTY COMMUNITY COLLEGE DISTRICT

CLASS TITLE: INFORMATION TECHNOLOGY SUPPORT SPECIALIST I

BASIC FUNCTION:

Under the general supervision of an assigned supervisor, installs, configures, diagnoses, maintains, and repairs computer hardware and software systems, multimedia and audio-visual equipment, and communications equipment; provides basic technical support and assistance to students and District staff.

DISTINGUISHING CHARACTERISTICS

An Information Technology Support Specialist I is the entry-level classification in the Information Technology Support Specialist series. The class is distinguished from an Information Technology Support Specialist II in that an incumbent within the classification of Information Technology Support Specialist I has no responsibility for maintaining network systems and servers. In contrast, an Information Technology Support Specialist II maintains local area network systems and has responsibility for managing servers which house college and districtwide applications.

REPRESENTATIVE DUTIES:

Configure, install, troubleshoot, and maintain computer software, hardware, and related equipment in a variety of settings to ensure efficient operation and prevent service interruptions; conduct basic network troubleshooting. E

Repair and maintain District communications equipment; provide routine technical assistance related to the maintenance of wireless communication devices, telephones, private branch exchanges (PBX), and voice messaging systems. E

Install, repair, maintain, and troubleshoot a variety of multimedia and audiovisual equipment including video servers, media players and recorders, audio/video switches, cameras, and related smart classroom devices. E

Configure browser and related software to allow users to access the internet. E

Provide individual and group training to District staff in the use of proper operation and care of hardware, software, audio-visual, and communication equipment; assist in the creation, composition, and editing of training and procedural guides for end users and lower-level staff. E

Coordinate with vendors on warranty repairs to network servers, workstations, laptops, and other equipment. E

Install and upgrade applications, including loading upgrade software, performing system backups, and conducting applications operations testing. E

Participate in the evaluation and testing of new hardware, software, and related equipment to be purchased by the District. E

Revised August 2011
Established October 2009
Consult with faculty, staff, and students to develop technological solutions for office, lab, and instructional needs. *E*

Detect and repair or remove viruses, adware, spyware, and other malicious software using antivirus and other removal software and alternative techniques; collaborate with Systems Administrators and Network Engineers to contain and eradicate widespread outbreaks of viruses. *E*

Maintain an inventory of computer hardware, software, and licenses owned or leased by the District or assigned college campus; maintain equipment and supply inventories, and installation and service records. *E*

Provide guidance and work direction to lower-level Information Technology staff. *E*

May analyze, modify, test, and debug existing computer programs; analyze programming and systems problems and make basic modifications to systems and individual programs as required.

Perform related duties as assigned.

*E* = essential duties

**KNOWLEDGE AND ABILITIES:**

**KNOWLEDGE OF:**

- Computer, communication, and multimedia, and audio/visual equipment
- Software applications utilized by the District
- Word processing, spreadsheet, and database applications
- Current computer technology and trends
- Principles of record keeping
- Desktop, laptop, and personal digital assistant hardware
- Communication structures, including email and telephone systems
- Basic troubleshooting techniques for computer, communication, and multimedia products
- Anti-virus and security software, practices, and techniques
- Cable and wiring standards, practices, and techniques
- Computer hardware peripherals such as printers, scanners, and digital cameras
- Safety procedures applicable to working with electrical/electronic systems
- Principles of configuring/utilizing personal computers for end user client/server system access

**ABILITY TO:**

- Communicate effectively, both orally and in writing
- Keep detailed and precise records
- Read, interpret, and apply technical information
- Learn new technological innovations and applications
- Maintain effective working relationships with District staff and students
- Work effectively with limited supervision
- Provide work direction to others
- Present technical concepts to a non-technical audience
EDUCATION AND EXPERIENCE:

Any combination equivalent to:

Education: Twenty-four units of coursework in computer science, information technology, computer applications or a related field or possession of comparable certifications applicable to the position, such as A+ certification™, Microsoft Certified Professional (MCP) certification, or the equivalent.

Experience: Two years of experience in the installation, maintenance of computer hardware and software systems, servers and operating systems, or communications equipment.

WORKING CONDITIONS:

ENVIRONMENT:

Office and data center environment
Variable hours, including evenings
Noise from operation of computer equipment and peripherals

PHYSICAL ABILITIES:

Sitting for extended periods of time
Ability to work safely in confined spaces
Normal vision to recognize color coded wires
Dexterity of hands and fingers to operate a computer keyboard, utilize hand and power tools
Lifting of heavy equipment and supplies
Ability to work safely at heights including the use of ladders and other related equipment

HAZARDS:

Extended viewing of a computer monitor
Extended use of keyboard and mouse