VENTURA COUNTY COMMUNITY COLLEGE DISTRICT

CLASS TITLE: INFORMATION TECHNOLOGY SUPPORT SPECIALIST II

BASIC FUNCTION:

Under the general supervision of an assigned supervisor, assists with the installation, support, maintenance, and repair of computer hardware and software systems, network and infrastructure systems, multimedia and audio-visual equipment, basic and complex servers, and communications equipment; provides advanced technical support and assistance to students and District staff.

DISTINGUISHING CHARACTERISTICS

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

REPRESENTATIVE DUTIES:

Configure, install, repair, troubleshoot, and maintain computer software, hardware, networks, and related equipment in a variety of settings to assure efficient operation and prevent service interruptions. E

Maintain basic servers which house campus and districtwide applications; manage data and record storage on servers; assist in controlling access to data by designing and enforcing data security measures. E

Conduct basic troubleshooting, repair, and maintenance of local area network systems, including computers, servers, routers, switches, and other peripherals and their related software and accessories. E

Install, administer, and troubleshoot telecommunication network equipment and telephones; provide technical assistance related to the maintenance of wireless communication devices, telephones, private branch exchanges (PBX), and voice messaging systems; may install wire and cabling in ceilings and walls. E

Install, repair, and maintain District security equipment including video surveillance cameras, building access control systems, badge readers, alarm codes, mass notification systems, and related software. E

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

Coordinate with vendors on warranty repairs to network servers, workstations, hardware, and other

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equipment; perform application installation and upgrades and resolve associated problems.  \( E \)

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.  \( E \)

Participate in the evaluation and testing of new hardware, software, and related equipment to be purchased by the District; participate in the bidding process for technology and communication equipment and services.  \( E \)

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.  \( E \)

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

Maintain a current and accurate inventory of computer hardware, software, and licenses owned or leased by the District; 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:**

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Computer, communication, 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
Network server systems
Communication structures, including email and telephone systems
Advanced troubleshooting techniques for computer, communication, and multimedia products
Anti-virus and security software, practices, and techniques
Cable and wiring standards, practices, and techniques
INFORMATION TECHNOLOGY SUPPORT SPECIALIST II (continued)

Computer hardware peripherals such as printers, scanners, and digital cameras
Safety procedures applicable to working with electrical/electronic systems
Basis theory and principles of network design
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 faculty, District staff, and students
Work effectively with limited supervision
Provide work direction to others
Write clear and logical documentation
Present technical concepts to a non-technical audience

EDUCATION AND EXPERIENCE:

Any combination equivalent to:

Education: Forty-eight units of coursework in computer science or a related field or possession of comparable certifications applicable to the position, such as Network +, CCNA, or the equivalent.

Experience: Four years of experience in the installation and maintenance of computer hardware and software systems, network and infrastructure systems, servers and operating systems, or communications equipment. A bachelor’s degree in computer science or a related field can be substituted for two years of the required experience.

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