VENTURA COUNTY COMMUNITY COLLEGE DISTRICT

CLASS TITLE: INFORMATION TECHNOLOGY SUPPORT SPECIALIST III

BASIC FUNCTION:

Under the general supervision of an assigned supervisor, assists with the planning and installation of network equipment, basic and complex servers, and communications equipment. Additionally, an Information Technology Support Specialist III installs, supports, maintains, and repairs computer hardware and software systems, multimedia, and audio-visual equipment and provides advanced technical support and assistance to students and District staff.

DISTINGUISHING CHARACTERISTICS

An Information Technology Support Specialist III is the advanced journey level classification in the Information Technology Support Specialist series. The class is distinguished from an Information Technology Support Specialist II in that an Information Technology Support Specialist III has responsibility for assisting higher-level Information Technology staff in the planning and installation of network equipment, servers, and infrastructure cabling systems. In addition, an incumbent in the class of Information Technology Support Specialist III serves as a project leader for major technology implementations at a District location. An Information Technology Support Specialist II does not perform these responsibilities.

REPRESENTATIVE DUTIES:

Assist a Systems Administrator in the planning, installation, and maintenance of 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

Assist a Network Administrator in the planning and installation of Local Area Network (LAN) systems, including computers, servers, routers, switches, and other peripherals and their related software and accessories; troubleshoot, repair, and maintain LAN systems. E

Assist the Telecommunications Engineer in the planning and installation of telecommunication network infrastructure cabling systems; troubleshoot, repair, and maintain wireless communication devices, telephones, 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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INFORMATION TECHNOLOGY SUPPORT SPECIALIST III (continued)

equipment; perform application installation and upgrades and problem resolution. *E*

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

Participate in the evaluation and testing of new hardware, software, and related equipment to be purchased by the District; compare prices and features of technology and communication equipment and services; provide recommendations to District purchasing staff. *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*

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

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:

Fundamentals of computer, communication, multimedia, and network systems
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
Multimedia and audio/visual equipment
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
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

ABILITY TO:
Diagnose technological problems and take appropriate corrective action
Communicate clearly and concisely, both orally and in writing
Keep detailed and precise records
Read, interpret, and apply technical information
Learn new technological innovations and applications
Establish and maintain effective working relationships
Work effectively and independently 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: Five years of experience in the installation, maintenance, and management 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, and 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