IMPERIAL COMMUNITY COLLEGE DISTRICT

CLASS TITLE: TECHNOLOGY SUPPORT TECHNICIAN

BASIC FUNCTION:

Under the direction of the Distance Education Coordinator, or a designated supervisor. Assist in the development and implementation of distance education technology infrastructure by performing skilled and technical duties.

REPRESENTATIVE DUTIES:

Provide a broad variety of technical support to the distance education technology infrastructure by installing, maintaining switches and routers, network topology, audio visual equipment file, server, web server, diagnosing, troubleshooting, and repairing computer equipment, network cabling, student services software and course management systems, distance education rooms and technology, and other learning equipment.

Offer recommendations and guidance on emerging technologies, and help integrate technology with existing programs.

Perform software troubleshooting on a wide range of software packages including word processing, database, spreadsheet programs, network software, and other software programs.

Advise faculty and others on the use of appropriate software.

Assist Help Desk operation.

Form a working cooperative relationship with current audiovisual, Internet and Information Technology personnel.

Prepare status reports with respect to various efforts.

Perform related duties as assigned..

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KNOWLEDGE AND ABILITIES:

KNOWLEDGE OF:

Windows 98/XP Server 2000 configuration
Network configuration
Video over IP
Voice over IP
Software installation

ABILITY TO:

Ability to repair Windows based computers and peripherals
Ability to operate audio visual equipment
Demonstrate effective communication and customer service skills.
Work independently with little direction

EDUCATION AND EXPERIENCE:

Must possess at a minimum an Associate's degree in computer information, management information systems, computer science, computer engineering, educational technology or a related field. Preferred qualification, a Network engineering or network management certificate. A minimum of three years experience providing technical support.

OTHER REQUIREMENTS: A valid California driver's license.

WORKING CONDITIONS: Duties are primarily performed in various office environments and require travel from one location to another to conduct work. Incumbents are subject to noise from computer equipment operation, fumes from cleaning chemicals, and working with high voltage electricity.

PHYSICAL DEMANDS: Typically must stand and sit for long periods of time, use hands and fingers to operate a computer keyboard, reach with hands and arms; bend, kneel or crouch; speak clearly and distinctly to provide information to others, and hear and understand voices over telephone and in person, move and transport computer equipment weighing up to 50 pounds; and drive to various locations to conduct work.

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