PERALTA COMMUNITY COLLEGE DISTRICT - July 2019

CLASSIFIED JOB DESCRIPTION

INFORMATION TECHNOLOGY SUPPORT SPECIALIST I
SEIU Local 1021 Salary Range 70
Job Code: 296

CLASS PURPOSE

Under general supervison of College Services IT Director or assigned supervisor, serves as initial point of contact and provide first-level help desk support for A/V equipment, computer hardware, and software issues.

WORK SCHEDULE

This is normally a full-time position with a work schedule of five days and 40 hours/week. Duties are performed 12 months a year. May be required to work some evenings and Saturdays during peak periods, such as registration, audits, fiscal year end, graduation, etc.

EXAMPLES OF ESSENTIAL DUTIES:

Any one position may not include all of the duties listed nor do listed examples include all tasks which may be found in positions of this class. To perform this job successfully, an individual must be able to perform each essential duty of the position satisfactorily. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions required for the position.

- Serve as the initial point of contact and receives, documents, and coordinates problems reported to IT

- Troubleshoot and resolve first-level hardware, software, and A/V support requests, and refer more complex problems to higher-level support staff

- Maintain, and troubleshoot a variety of multimedia and audiovisual equipment including related smart classroom devices

- Respond to incoming campus IT inquiries via telephone, email, or other communication method and logs them into the ticket tracking system

- Place service repair calls for equipment with outside services when needed. Clean equipment as needed.

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

- Coordinate with vendors on warranty repairs to workstations, laptops, A/V and other equipment. Place orders for new equipment as needed

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

- Enter and track purchases for IT department

- Maintain an inventory of computer hardware, software, and licenses owned or leased by the college; maintain equipment and supply inventories, and installation and service records

- Work in coordination and collaboration with other information technology staff at the colleges and district office, as needed

- May be required to provide help desk service to faculty and students in support of distance learning programs or initiatives.

- Produces and assists in the production of various recorded instructional materials

- Learn and use new technologies required to remain current in the field.

- Performs other related duties as required.

MINIMUM QUALIFICATIONS

1. 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

AND

One year of experience in the installation, maintenance of computer hardware and software systems including A/V equipment or communications equipment.

2. Knowledge of:
   Computer, communication, and multimedia, and audio/visual equipment
   Word processing, spreadsheet, and database applications
   Basic troubleshooting techniques for computer, communication, and multimedia products
   Computer hardware peripherals such as printers, scanners, and digital cameras

3. Ability to:
   Keep detailed and precise records
   Read, interpret, and apply technical information

4. Understanding of, sensitivity to and respect for the diverse academic, socioeconomic, cultural, disability and ethnic backgrounds of Peralta Colleges' students, faculty, staff and community.

DESIRABLE QUALIFICATIONS

- One year of experience in an audio-visual department performing work involving scheduling, operation, or maintenance of audio-visual equipment

- Ability to:
   Communicate effectively, both orally and in writing

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

- Knowledge of:
    Software applications utilized by the District
    Current computer technology and trends
    Principles of record keeping
    Principles of configuring/utilizing personal computers for end user client/server system access
    Anti-virus and security software, practices, and techniques
    Safety procedures applicable to working with electrical/electronic systems

ENVIRONMENTAL DEMANDS

- Occasional work performed alone

- Constant work around and with people

PHYSICAL REQUIREMENTS

- Occasional standing, walking, stooping, kneeling, squatting, and climbing stairs

- Occasional lifting and carrying up to 15 lbs.

- Occasional pushing and pulling up to 20 lbs.

- Occasional twisting of body

- Occasional use of manual dexterity

- Occasional use of tactile acuity

- Occasional use of visual acuity from a distance, with depth, and for color

- Frequent work at a rapid pace

- Frequent reaching, high, low, and level

- Frequent audio acuity at all ranges, including speech

- Frequent visual acuity for reading

- Constant sitting

- Constant use of clear oral communication

TOOLS AND EQUIPMENT USED

- Standard Office Equipment.