

VICTOR VALLEY COMMUNITY COLLEGE DISTRICT

CLASS TITLE: INSTRUCTIONAL NETWORK/COMPUTER MAINTENANCE TECHNICIAN

FLSA STATUS: NONEXEMPT

BASIC FUNCTION:

Under the direction of an area administrator and in coordination with the MIS department, assist instructional assistants and faculty by performing advanced technical computer and network troubleshooting, repair and maintenance in all instructional computer lab environments on a variety of computer equipment, peripheral devices and LAN equipment; monitor server/directory structures for on-line, web-based materials; assist faculty with posting, and maintain backups of on-line materials; operate technical equipment and tools; demonstrate safe and proper operation of equipment; prepare and maintain accurate records related to technical maintenance activities, including hardware repair and hardware/software inventory records.

REPRESENTATIVE DUTIES:

Assist instructional assistants and faculty by performing advanced technical computer and network systems analysis, monitoring, troubleshooting, repair and maintenance on all computer and networking tools and equipment in all instructional computer lab and on-line environments. Locations and equipment served include stand alone computer environments, networked computers, file servers, on-line servers, UPS, tape back-up units and printers. *E*

Install and configure various software applications, including course management software, on Local Area Networks (LAN's) and stand alone computers in the instructional lab environments; includes researching software options to determine hardware and software configuration requirements. *E*

Perform hardware assembly, installation, configuration, maintenance and repair including transferring computers, printers and peripherals between warehouse and labs, and installing cable in buildings for new network connections. *E*

Operate technical equipment and tools used in the instructional computer labs including but not limited to microcomputers, LANs, meters, standard PC tools, power tools, and various diagnostic hardware and software. *E*

Serve as a technical resource to and assist in training of instructional assistants and faculty in the instructional and on-line lab environment; advise of proper uses of hardware and software utilized in lab and on-line environments; make adjustments to software configurations and directory hierarchies as needed. *E*

Perform a variety of clerical duties; prepare and maintain hardware repair records in warranty and asset database; prepare and maintain hardware/software inventory for each

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lab; maintain an adequate inventory of supplies and materials; assist with research and purchase of supplies and materials for lab. *E*

Maintain tools and equipment in clean and proper working condition; assist in the maintenance and repair of tools and equipment and notify appropriate personnel of major maintenance and/or repair needs; discuss malfunctions and needed technical support with vendors. *E*

Perform related duties as assigned.

KNOWLEDGE AND ABILITIES:

KNOWLEDGE OF:

Operation and proper use of a variety of equipment, hardware and software used in an instructional lab environment.

Basic principles and operations of DOS and network operating systems.

Basic principles and operations of HTML, CGI, Java, and other on-line languages and protocols.

Operation, troubleshooting and maintenance of respective lab equipment.

Apple and/or IBM-compatible computers and related components appropriate for assigned computer lab.

Hardware and software configuration and troubleshooting.

Interpersonal skills using tact, patience and courtesy.

Health and safety practices and procedures used in the maintenance and repair of computer equipment and peripheral devices.

Basic record-keeping techniques.

Proper lifting techniques.

ABILITY TO:

Perform advanced technical computer and network troubleshooting, repairs and maintenance procedures.

Serve as a technical resource to and assist in the training of instructional assistants and faculty with proper and safe operation of hardware and software utilized in computer lab.

Prepare and maintain a variety of records related to computer lab hardware/software.

Operate a variety of tools, equipment and machinery of the assigned instructional computer lab.

Communicate effectively both orally and in writing.

Establish and maintain cooperative and effective working relationships with others, including those from diverse academic, socioeconomic, cultural, ethnic and disability backgrounds.

Maintain work area and equipment in a safe, clean and orderly condition.

Complete work with constant interruptions.

Work independently with little direction.

EDUCATION AND EXPERIENCE:

Any combination equivalent to: two years of college-level or professional course work in computer information science or related field and two years experience in installation,

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maintenance, and repair of computer/network hardware and auxiliary equipment such as printers, file servers, software/hardware diagnostic programs and various software applications.

LICENSES AND OTHER REQUIREMENTS:

Valid California driver's license.

WORKING ENVIRONMENT AND PHYSICAL DEMANDS:

Disclosure:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Normal Office Environment:

While performing the duties of this job the employee is regularly required to walk, stand, sit for extended periods of time; speak and hear to communicate with internal and external personnel; use hands and digits to type or handle materials; bend at the waist, kneel or crouch to work on computer equipment; and view a computer monitor for extended periods of time. The employee is occasionally required to lift up to 50 pounds, carry, push and pull equipment. While performing the duties of this job, the noise level in the work environment is usually quiet.