

VICTOR VALLEY COMMUNITY COLLEGE DISTRICT

CLASS TITLE: NETWORK/MICROCOMPUTER TECHNICIAN

FLSA STATUS: NONEXEMPT

BASIC FUNCTION:

Under the direction of the Director of Management Information Systems, install and configure software applications on Local Area Networks (LANs) and microcomputers for instructional and administrative purposes; respond to user requests for assistance and malfunction correction and provide technical support; set up and maintain microcomputer software and related systems and applications; serve as technical resource to faculty, staff and students in the use of microcomputers and related equipment.

REPRESENTATIVE DUTIES:

Install and configure software applications on Local Area Networks (LANs) and microcomputers for instructional and administrative purposes; research software to determine hardware and configuration requirements to assure compatibility with existing hardware and software. *E*

Respond to user requests for assistance and malfunction correction; provide technical information and assistance by phone or by visiting District sites. *E*

Reconfigure and upgrade software and hardware as appropriate; perform hardware assembly, installation, configuration, maintenance and repair or refer hardware repairs to appropriate District or outside technical personnel; run new cable and rewire buildings for updated equipment. *E*

Serve as a technical resource for faculty and staff; train and assist users with new software applications and systems; ensure that they are connected to the network and have up to date software and virus protection; provide initial individual training in software application operation as needed. *E*

Monitor operation of equipment and programs to assure proper execution; test lines to make sure they are wired to IEEE standard; identify and troubleshoot software operational malfunctions researching software manuals and, when necessary, conferring with District staff and vendors. *E*

Maintain adequate computer supplies inventory and database; assist with ordering supplies and software; dispense supplies as needed; contact vendors for prices, shipping or billing questions or concerns; receive and inspect software and computer supplies to ensure proper orders are received; prepare billings for appropriate departments. *E*

Operate a variety of microcomputers and auxiliary equipment such as printers and peripheral equipment and related hardware and software links. *E*

Perform related duties as assigned.

Network/Microcomputer Technician – Continued

KNOWLEDGE AND ABILITIES:

KNOWLEDGE OF:

Principles and basic operations of LANs, related components and network software.

Advanced DOS commands.

Various software applications including word processing, spreadsheets, database management, telecommunications and graphics programs.

Basic computer programming documentation techniques.

Operating system and standard applications programs employed on a variety of microcomputers.

Computer software applications and languages utilized by the District.

Techniques and practices in utilizing standard software applications.

Basic record-keeping techniques.

Interpersonal skills using tact, patience and courtesy.

Inventory methods and practices.

Principles and practices of training and assisting faculty, staff and students in software applications.

Technical aspects of field of specialty.

ABILITY TO:

Install and configure software applications on LANs and microcomputers.

Operate LANs, microcomputers and peripheral equipment.

Respond to user requests for assistance and malfunction correction and provide technical support.

Perform technical functions in the operation of a variety of computer equipment and related software.

Configure software to appropriate hardware.

Perform basic diagnostic checks and take appropriate corrective action.

Read, interpret and apply detailed and technical written and oral instructions.

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

Follow oral and written directions.

Operate computers and peripheral equipment properly and efficiently.

Provide technical assistance to computer systems users.

Work independently with little direction.

Communicate effectively both orally and in writing.

Meet schedules and time lines.

Lift objects weighing up to 100 pounds.

EDUCATION AND EXPERIENCE:

Any combination equivalent to: college-level course work in computer-based applications and systems, training in the network software utilized by the District and two years experience with computer software and hardware and troubleshooting.

LICENSES AND OTHER REQUIREMENTS:

Network/Microcomputer Technician – Continued

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; climb stairs or ladder; 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 100 pounds, carry, push and pull equipment. While performing the duties of this job, the noise level in the work environment is usually quiet.