

## VICTOR VALLEY COMMUNITY COLLEGE DISTRICT

**CLASS TITLE: INSTRUCTIONAL TECHNOLOGY AND NETWORK/PC SPECIALIST**

**FLSA STATUS: NONEXEMPT**

### **BASIC FUNCTION:**

Under the direction of an area administrator, works cooperatively with Information and Technology Services (ITS) personnel to provide technical support for microcomputer software and hardware and is responsible for supporting the needs of both administrative and academic users for the college. Cooperatively works with the Instructional Media and Network Services teams in order to support and maintain instructional and AV equipment, network infrastructure, computer labs, desktop computers, LAN and WAN connectivity, VoIP phones, peripherals and other related devices and systems. Must prepare and maintain accurate records related to technical maintenance activities, including hardware repair, and hardware/software inventory, and work order records.

### **REPRESENTATIVE DUTIES:**

Depending upon assignment, duties may include, but are not limited to, the following:

Assist faculty and staff 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, printers, peripherals, and audiovisual related devices. *E*

Install and configure various software applications, including course management software, on networked 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, troubleshooting and repair including transferring and set up of computers, printers and peripherals for users, labs, and installing cabling in buildings for network connections. *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 lab; maintain an adequate inventory of supplies and materials; assist with research and purchase of supplies and materials for lab. *E*

**July 2006**

**Rev. March 2019**

Maintains confidentiality of data residing on district computers and remote connections. *E*

Maintains a friendly, supportive atmosphere for students, staff, faculty, and the public.

Assist in the operation, support, and troubleshooting of instructional media and distance learning technologies.

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 a variety of desktop and network operating systems.

Basic knowledge of operation, connectivity, and use of audiovisual equipment and desktop computer peripherals used in an instructional environment.

Operation, troubleshooting and maintenance of respective lab and desktop computer equipment.

Use and operations of Macintosh OS and Microsoft Windows computers and related components appropriate for assigned computer lab.

Hardware and software configuration and troubleshooting.

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

Basic wired and wireless network principles, protocols, and standards.

Enterprise applications, such as Microsoft Office and Exchange email and clients.

Systems performance assessment and remediation.

Basic record-keeping techniques.

Oral and written communication skills.

Interpersonal skills using tact, patience and courtesy.

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.

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

Operate vehicle observing legal and defensive driving practices.

Lift objects weighing up to 70 pounds.

**July 2006**

**Revise January 2019**

Maintain work area and equipment in a safe, clean and orderly condition.  
Assess and remedy system performance problems.  
Troubleshoot and resolve complex hardware and software problems.  
Follow work plans and time lines for projects and proposed systems.  
Learn new skills and adapt to changes in technology.  
Complete work with constant interruptions.  
Communicate effectively both orally and in writing.  
Work onsite and remotely as necessary to meet the demands of after-hours support and/or maintenance schedules.  
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, 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~~ 70 pounds, carry, push and pull equipment. While performing the duties of this job, the noise level in the work environment is usually quiet, however there may be high noise levels when working in server rooms and closets.