

IMPERIAL COMMUNITY COLLEGE DISTRICT

CLASS TITLE: TECHNOLOGY SUPPORT TECHNICIAN

BASIC FUNCTION:

Under direction of the Area Administrator or assigned supervisor, provide technical assistance, training and service support to District users regarding the use of computer hardware, peripheral equipment and applications software programs; perform technical duties in the installation of computer and network equipment for faculty and staff.

REPRESENTATIVE DUTIES:

Perform a broad variety of computer support duties to facilitate and implement automated systems for District faculty and staff; receive and respond to service calls and requests for assistance.

Provide technical assistance, training and support services for District users in the operation of computer systems, networks and peripheral equipment; assist users individually or in small groups as appropriate to the subject matter.

Assemble, install and test computer hardware and related equipment; install required wiring and cabling, assuring proper power supply and connections for safe and effective equipment operation.

Receive, inventory, set-up and operationally test incoming computers and peripheral equipment; set up and provide expertise in arranging workstations.

Troubleshoot computer and peripheral equipment and software; provide technical assistance to users.

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KNOWLEDGE AND ABILITIES:

KNOWLEDGE OF:

Installation, operation, testing and minor repair of computer hardware and peripheral equipment.

Installation, operation and testing of computer based operating systems and applications (software) programs.

Customer service and telephone consultation procedures and skills.

Operation and maintenance of hand and power tools, test equipment and other devices used in the installation, testing, maintenance and repair of automated equipment.

Principles and procedures of on-the-job training.

