

COLLEGE OF THE DESERT

INFORMATION TECHNOLOGY TECHNICIAN

BASIC FUNCTION

Under the direction of the Dean, Information Technology and Institutional Research or appropriate Supervisor, provide technical and educational technology support for hardware and software to users; set-up, install and troubleshoot media and computer systems, and provide first level helpdesk support.

REPRESENTATIVE DUTIES

1. Setup, configure, deliver, maintain, and troubleshoot media equipment, computer systems, and peripheral devices. Install operating systems and other district supported software. Perform scheduled maintenance of technology and media equipment. **E**
2. Provide technical assistance for helpdesk inquiries and district supported software; perform first level troubleshooting over telephone, in person; replace or repair broken equipment. **E**
3. Process helpdesk request following standard procedures, log all help desk interactions, prioritize helpdesk requests according to urgency and department procedures, and prepare activity reports. Refer more technical and complex problems to other information systems and technology staff for resolution. **E**
4. Assist in performing audio/video recording, editing and duplicating. **E**
5. Track and maintain hardware inventory, information, and software licenses. **E**
6. Assist with web and portal updates. **E**
7. Assist with setting up and monitoring nightly backups. **E**
8. Perform a variety of clerical duties in support of Information Technology. Gather data and prepare reports. **E**
9. Research, evaluate and test new hardware and software; identify potential conflict with existing systems and contact hardware and software technical support if needed for technical issues.
10. Assist with updating technology training materials as needed.
11. Stay current with recent technology, changes, and updates.
12. Perform related duties as assigned.

KNOWLEDGE AND ABILITIES

Knowledge of: Hardware and software installation, configuration; collection of information and storing of data; audio-visual systems operations and maintenance; maintaining and upgrading systems; troubleshooting and assisting users; data entry; record-keeping techniques; interpersonal skills using tact, courtesy.

Ability to: Install, configure, and test hardware and software; learn and apply new technologies; operate a variety of equipment, including media, audio/video, and computers hardware; communicate effectively both orally and in writing to exchange information; establish and maintain cooperative and effective working relationships with others; demonstrate a sensitivity to and relate to persons with diverse socio-economic, cultural, ethnic, gender, ability, and sexual orientation backgrounds; understand and follow oral and written instructions; sit for extended periods of time; lift up to 25 pounds.

EDUCATION AND EXPERIENCE

Any combination equivalent to: Associate of Art in computer science, information systems or related area and two (2) years of experience working with the installation, configuration and maintenance of computers, media and related technology.

WORKING CONDITIONS

Environment: Office environment.

EMPLOYMENT STATUS

Bargaining Unit Position

E=Essential Functions

Classified Salary Schedule: Range 12

Approved 12/17/10