

SANTA BARBARA COMMUNITY COLLEGE DISTRICT

CLASSIFICATION: CLASSIFIED

CLASS TITLE: TECHNOLOGY SERVICES SPECIALIST

SALARY TABLE: 29

SALARY RANGE: 43

BASIC FUNCTION:

Under the direction of an assigned administrator, provide installation, diagnostic, and troubleshooting services for hardware and software belonging to the District; may provide training to College employees regarding technology products and software supported by the College; provide help desk support to students, staff, and faculty.

REPRESENTATIVE DUTIES:

ESSENTIAL DUTIES:

Provide installation, diagnostic, and troubleshooting services for hardware and software belonging to the District.

As requested, provide training to College employees regarding technology products and software supported by the College.

Provide help desk support to students, staff, and faculty.

Develop and maintain help desk functions and documentation; provide users with new or revised documentation for software. Provide help desk assistance to identify and resolve user problems and communicate applicable solution; prepare work orders to assist in resolution of user problems; set up new software for campus use; provide users with access to appropriate software and resolve access problems.

Provide support services for audio-visual and multimedia equipment, including installation, set-up and maintenance, troubleshoot, analyze, and resolve technical problems related to equipment and its use; maintain inventories and records pertaining to equipment; train and assist faculty and staff regarding the use of assigned equipment; provide for special event set-ups.

Create new e-mail, network and workstation accounts; maintain active lists of users; reset passwords as necessary.

Provide evaluation and testing of software applications, updates, patches and other software prior to production distribution.

Test new software of version control and compatibility with standards.

July 2021

Ewing Consulting Services

Plan, develop, implement and conduct training sessions for College personnel concerning computer operations, software applications and related practices and procedures; prepare and distribute related training materials; compose, prepare, develop and distribute manuals and instructional materials for training sessions.

Install, maintain, and repair related hardware and peripheral equipment; inspect, isolate and diagnose system malfunctions and determine appropriate repair procedures; replace boards and defective component parts as needed to restore equipment and peripherals to proper operation.

Install and support software applications as requested.

Purchase software, maintain software site licenses and inventory, and advise College computer users about software licensing and piracy regulations.

Operate testing and measurement devices, computer diagnostic software and other specialized instruments used in the repair and maintenance of electronic equipment; operate a variety of hand and power tools, meters, gauges and drills.

Operate a vehicle to pick up and deliver equipment.

Provide assistance, information and technical direction and guidance to faculty, administrators and staff regarding the secure, safe and proper operation, care and maintenance of District owned technology.

Prepare or review work orders generated by the help desk and plan, prioritize and schedule the necessary repairs, installations and other activities; respond to emergency repairs as directed.

Assist to ensure compliance with established computing security standards and procedures.

Maintain current knowledge of technology changes and advances.

Oversee the work of hourly assistants as assigned.

Maintain sensitivity to and understanding of the diverse academic, socio-economic, cultural, disability and ethnic backgrounds of Community College students.

OTHER DUTIES:

Perform related duties as assigned.

KNOWLEDGE AND ABILITIES:

KNOWLEDGE OF:

Audio-visual and multimedia equipment and terminology.

Principles and practices of training and providing work direction to others.

Basic methods of servicing and troubleshooting audio-visual and multimedia equipment.

Principles, practices and procedures of technology training and staff development.

July 2021

Ewing Consulting Services

Computerized and electronic equipment including computers, peripherals, and other office equipment.

Electronic and electrical theory and practices.

Methods, practices, and terminology and procedures used in the maintenance and repair of electronic systems and equipment.

Operation of specialized hand and power tools and testing and measuring instruments.

A wide variety of computer software applications.

Safety practices and precautions used in working with electrical/electronic systems and equipment.

Diagnostic techniques and procedures used in electronics repair.

Manual instructions, sufficient to enable quick and accurate diagnosis of difficulties.

Modern office practices, procedures and equipment.

Record-keeping techniques.

Inventory methods and practices.

Oral and written communication practices.

Interpersonal skills including tact, patience and courtesy.

Technical documentation.

Computer security standards and practices.

ABILITY TO:

Plan, coordinate, and maintain support procedures for audio-visual equipment and multimedia systems.

Operate a variety of audio-visual equipment and computers.

Provide help desk support to personnel concerning computer operations, software applications and related malfunctions.

Read and understand service manuals and schematic diagrams to repair assigned computer and electronics equipment.

Plan, develop, implement and conduct training sessions for College personnel concerning computer operations, software applications and related practices and procedures.

Compose, prepare, develop and distribute manuals and other instructional materials for training activities.

Maintain and repair computers, related hardware, and peripheral equipment.

Perform technical work in the repair, maintenance and installation of a variety of computerized equipment.

Operate electronic measuring instruments and test equipment.

Operate hand and power tools in a safe and proper manner.

Maintain records related to work performed.

Read and understand service manuals and schematic diagrams to repair assigned computer and electronics equipment.

Establish and maintain cooperative and effective working relationships with others.

Analyze situations accurately and adopt an effective course of action.

Maintain computer security standards.

Meet schedules and time lines.

Work independently with little direction.

Communicate effectively both orally and in writing.

Understand and follow oral and written directions.

Maintain sensitivity to and understanding of the diverse academic, socio-economic, cultural, disability and ethnic backgrounds of Community College students.

EDUCATION AND EXPERIENCE:

Any combination equivalent to: associate's degree in computer information systems or related field and five years of related experience.

LICENSES AND OTHER REQUIREMENTS:

Valid California driver's license.

WORKING CONDITIONS:

ENVIRONMENT:

Indoor and outdoor work environment.

Driving a vehicle to conduct work.

PHYSICAL DEMANDS:

Ability to operate a computer keyboard and mouse, and related tools and equipment.

Hearing and speaking to exchange information.

Lifting, carrying, pushing or pulling moderately heavy objects.

Seeing to view a computer monitor and read a variety of materials.

Sitting or standing for extended periods of time.

Bending at the waist, kneeling, crawling or crouching.

Mobility to reach various campus locations.

HAZARDS:

Working at heights, climbing ladders.