CLASS TITLE: INSTRUCTIONAL HIGH TECH CENTER LAB TECHNICIAN

SUMMARY DESCRIPTION

Under direction of an assigned Dean or other assigned management staff, provide technical support to faculty, staff, and students within assigned area relative to adaptive information technology; provide assistance in the use of personal and Macintosh computers, instructional technology, adaptive technology and multimedia hardware and software; provide phone assistance and functionality training for clients as needed. Positions in this class perform duties that may require collaboration with each other as well as with Computer Systems and Services.

REPRESENTATIVE DUTIES

The following duties are typical for this classification. Incumbents may not perform all of the listed duties and/or may be required to perform additional or different duties from those set forth below to address business needs and changing business practices.

1. Oversee the daily operation of assigned laboratories and related areas; establish and enforce lab policies and procedures. *E*

2. Perform all technical responsibilities relating to support of computers, cabled and wireless networks, instructional technology, adaptive technology and multimedia software and hardware including installations, minor maintenance, repair, upgrades, system setup, hard drive imaging, troubleshooting, and functionality training for clients. *E*

3. Maintain and verify proper and ongoing operation of assigned cabled and wireless network system; serve as technical contact for assigned campus departments; install and maintain client versions of assigned network system. *E*

4. Install and administer application, imaging, licensing, file sharing, print management, and time-keeper servers and applications. *E*

5. Create and maintain student accounts on the student domain; add computers to the student domain. *E*

6. Evaluate and recommend purchases for assigned area; maintain current information on prices and packages; conduct research on pricing, compatibility, and availability. *E*

7. Install, operate, and maintain a variety of hardware and software including personal and Macintosh computers, specialized software, hard disks, modems, printers, card readers, scanners, tracking systems, cabled and wireless network systems and servers, and related equipment. *E*

8. Operate, troubleshoot and perform minor repairs to a variety of instructional technology and multimedia equipment including but not limited to video conferencing systems, VCRs, DVDs, room control systems, document cameras, digital projectors, and other smart classroom hardware and software. *E*

9. Coordinate with non-profit, private and governmental agencies in the production of alternate media for instructional purposes; produce text in alternate media format. *E*

10. Train students and staff to provide technical and instructional support for utilization of adaptive technology resources; assist users as needed. *E*

11. Identify, define, and accurately document all detected/reported problems, bugs, and discrepancies. *E*

12.	Utilize diagnostic and analytical skills to evaluate, resolve, and reconfigure hardware and software. *E*

13.	Provide resolution of desktop applications including Operating Systems for server, Windows and Macintosh environments; use industry practices and techniques to achieve resolution of problems encountered. *E*

14.	Maintain up-to-date, complete, and reliable documentation including written documentation on job procedures and practices and the establishment, development, and revision of safety procedures. *E*

15.	Maintain records and inventory of hardware and software in assigned areas. *E*

16.	Consistently ensure the working quality of all computers and media hardware and software. *E*

17.	Identify methods of improving customer service; advise peers and supervisor of any recommended improvements. *E*

18.	Provide assistance and back up support to other IT Support Technicians as needed; assist peers with coaching, training, and self-improvement by sharing knowledge and communicating best practices. *E*

19.	Provide supervision to student assistants including hiring, training, scheduling work, technical guidance and evaluation. *E*

20.	Maintain current knowledge of changing technologies, hardware and software, operating systems and industry practices; attend seminars, trade shows, vendor demonstrations and product training sessions.

21.	Provide technical guidance to campus instructional and technology committees.

22.	Assist the facilities department as needed with designing, planning refurbishment, and remodeling of smart classrooms and computer labs.

23.	Perform related duties and responsibilities as required.

KNOWLEDGE AND ABILITIES

Knowledge of:
Principles and practices of computer science, cabled and wireless networking, and information technology.
Principles and practices used in the programming and installation of computers, networks, instructional technology, adaptive technology and multimedia.
Operational characteristics of Windows and Macintosh computers, peripherals, and components.
Operational characteristics of operating systems such as DOS, Linux, PXE and Windows PE environments.
Instructional technology and multimedia systems including hardware, software, and peripherals.
Network systems including wireless networks, network cabling, hardware, software, and peripherals.
Telephone, video conferencing, audio, video, and multimedia systems including hardware, software, and peripherals.
Basic principles and practices of supervision and training.
Office procedures, methods, and equipment including computers and applicable software applications such as word processing, spreadsheets and databases.
Principles and practices of record keeping.
Oral and written communications skills.
Methods and techniques of proper phone etiquette.

Interpersonal skills using tact, patience and courtesy.
English usage, grammar, spelling, punctuation, and vocabulary.
Health and safety regulations.

Ability to:
Install, operate, and maintain computers, networks, instructional technology, and multimedia technology including Windows and Macintosh computers, video conferencing systems, smart classroom systems, and peripheral equipment.
Provide adaptive technology assistance and resources to students and staff.
Perform minor maintenance, repair, and upgrades as needed.
Critique and recommend computer, network, instructional technology, and multimedia hardware and software.
Adapt to changing technologies and learn functionalities of new equipment and operating systems.
Analyze situations accurately and adopt an effective course of action.
Compile and maintain accurate and complete records and files and prepare reports.
Operate and use modern office equipment.
Work independently with little supervision.
Plan and organize work to meet schedules and deadlines.
Train and provide direction to student assistants.
Work with and exhibit sensitivity to and understanding of the diverse racial, ethnic, disabled, sexual orientation, and cultural populations of community college students.
Communicate clearly and concisely, both orally and in writing.
Establish and maintain effective working relationships with those contacted in the course of work.

EDUCATION AND EXPERIENCE

Any combination equivalent to: A Bachelor's degree from an accredited college or university with major course work in computer science, information technology or a related field; OR at least two years of college level course work in computer science, information technology or related field and two years of increasingly responsible work experience as a computer, network or information technology support technician.

LICENSE OR CERTIFICATE

Valid California driver's license and a safe driving record.

PHYSICAL DEMANDS AND WORKING ENVIRONMENT
The conditions herein are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential job functions.

Environment: Work is performed in either a computer lab, learning resource center, library, smart classroom or office setting with frequent contact with student and staff; possible exposure to dissatisfied individuals and electromagnetic fields generated by computer equipment; extended periods of time viewing computer monitor.

Physical: Primary functions require sufficient physical ability and mobility to stand or sit for prolonged periods of time; to occasionally bend, kneel, crouch; to reach overhead, above shoulders and horizontally; to lift, carry, push, and/or pull moderately heavy computers and related equipment; dexterity of hands and fingers to operate computer keyboards, multimedia and peripheral equipment; possible exposure to tendonitis and carpal tunnel syndrome from repetitive use of computer keyboard; and to verbally communicate to exchange information.

Vision: See in the normal visual range with or without correction to observe computer monitors and read reports; possible exposure to Computer Vision Syndrome from extended viewing of computer monitors.

Hearing: Hear in the normal audio range with or without correction.

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