

CLASSIFICATION SPECIFICATION

Computing Technologies Laboratory Specialist

FT/PT Class Code: 5140, 5640 Pay Grade: B/C 15 FLSA: Non-Exempt Est. 07/01/15

SUMMARY STATEMENT: An incumbent is responsible for all aspects of systems administration of the Computer Technology lab including hardware and software installation and maintenance and troubleshooting for a variety of physical and virtual servers running windows and Linux in a VM Ware enterprise environment. In addition, an incumbent will perform the help desk function and assist faculty and staff in the procedures, methods, and use of computer and/or telecommunication resources in the lab.

NATURE AND SCOPE:

An incumbent in this class typically reports to a technical superior in the Instructional Division. Incumbents assigned to laboratories are responsible for preparing the laboratories for use by the students and for assisting faculty and students in the use of the technological resources in the lab.

PRINCIPAL ACCOUNTABILITIES:

An incumbent may perform any combination of the below listed accountabilities:

1. Configures, maintains, troubleshoots, and repairs network hardware in the Computing Technologies Lab, including: switches, wireless access points, firewalls, and routers, file servers, intelligent hubs, gateways, repeaters, fiber optic, cabling work station, personal computers, printers, modems, broadcast equipment, and/or telephone instruments, cabling, and digital lines for multi-line phones and peripheral equipment.
2. Installs, administers, and supports many aspects of the Computing Technologies Lab servers and software running on Windows and Linux platform virtualized within a VMware vSphere environment. Performs system integration design and develops and maintains desktop deployment strategies including the most appropriate and efficient ways for client desktops to interact with and use system applications and server resources.
3. Assists instructors during laboratory sessions by providing instruction and/or tutoring and assistance to students in the CNE, ISY, CSC, WEB and CIS programs.
4. Remains current concerning state-of-the-art technology trends.
5. Recommends department purchase of computer hardware, software and peripherals and computer devices, instruments, and peripheral equipment.
6. Performs systems analysis, determines system requirements, and designs, installs, and maintains network architecture.
7. Writes reports, performance statistics, mode and cabling listings, and updates configuration drawings. Maintains inventory and repair records and provides clearance for invoice payments.
8. Performs other related duties as required.

KNOWLEDGE, SKILLS, AND ABILITIES:

- ◇ Knowledge of state-of-the-art trends in technology.
- ◇ Knowledge of network server software theory, components, and configuration.
- ◇ Knowledge of the theory, components, and configuration of digital data telecommunication systems, PC, servers, printers, cloud computing, and VMware.
- ◇ Knowledge of computer systems, including software, hardware and their configurations.
- ◇ Knowledge of the Internet, Usenet News, FTP, Telnet, TFTP, gopher, send mail and associated protocols and standards.
- ◇ Knowledge of computer systems and software packages used in audio and visual transmission.
- ◇ Knowledge of the techniques, practices, and methods of monitoring networks for response time and traffic analysis.
- ◇ Knowledge of network cabling, inventory control, and purchase methods and procedures.
- ◇ Ability to provide instruction and guidance to faculty and students in the procedures, methods, and use of computing technologies laboratory technical resources.
- ◇ Ability to communicate effectively, both orally and in writing.
- ◇ Good interpersonal, communication, and organizational skills.

MINIMUM QUALIFICATIONS:

- ◇ Associate's degree in a computer related field or equivalent combination of education and experience.
- ◇ Minimum of 2 years of professional experience supporting PC hardware, software, and operating systems within a networked environment.
- ◇ Minimum of 2 years of hands-on experience with the installation, configuration, and use of commercial "off-the-shelf" desktop software and hardware.