

CLASSIFICATION SPECIFICATION

Information Technology Technician II

FT/PT Class Code: 5097, 5597 Pay Grade: B/C 10 FLSA: Non-Exempt Rev. 07/01/15

SUMMARY STATEMENT: An incumbent is responsible for the basic installation, maintenance, and troubleshooting of computers and computer software.

NATURE AND SCOPE:

An incumbent in this class typically reports to an administrator or technical supervisor in the Division of Information and Instructional Technology. Duties include: installing and maintaining computers and computer peripherals, installing related software, installing computer communications wiring, and providing technical support for users. This class is differentiated from the I level by the complexity of tasks assigned.

PRINCIPAL ACCOUNTABILITIES:

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

1. Installs and configures on-site computers, upgrades, and peripherals, e.g. printers, hard drives, DVD-ROMs, PC boards, etc. Installs various computer software packages.
2. Provides front-line technical help desk support. Troubleshoots computer hardware and software problems. Communicates with users to determine the exact nature of the issue. Makes repairs when possible and refers unresolved problems to specialist and/or supervisor. Provides technical assistance to faculty, staff and students as needed.
3. Installs wiring for campus communications networks according to industry standard techniques.
4. Maintains work order records and other necessary documentation to provide historical reference of recurring problems.
5. Maintains computer equipment inventory, uses databases to track software acquisition and license information, and provides backup purchasing support as assigned.
6. Assists with Distance Learning Classroom setup for staff as needed. Sets up and resolves projector and camera issues.
7. Performs other related duties as required.

KNOWLEDGE, SKILLS, AND ABILITIES:

- ◇ Knowledge of computer hardware and software.
- ◇ Knowledge of the policies and procedures relating to College information systems.
- ◇ Skill in installing hardware and software.
- ◇ Skill in troubleshooting hardware and software problems.

KNOWLEDGE, SKILLS, AND ABILITIES, cont'd:

- ◇ Ability to determine feasibility and application of new technological developments to existing operations.
- ◇ Ability to read and comprehend technical manuals, schematics, and diagrams.
- ◇ Ability to communicate effectively both orally and in writing.

MINIMUM QUALIFICATIONS:

- ◇ High school diploma or GED.
- ◇ Two (2) years of experience supporting hardware, software and other computer peripherals.