



JULY 2009
FLSA: NON-EXEMPT

INFORMATION TECHNOLOGY/TELECOMMUNICATIONS TECHNICIAN

DEFINITION

Under general supervision, provides technical support and training on use of personal computers, printers, peripheral equipment, and network systems hardware and software; resolves computer application problems and troubleshoots hardware malfunctions; assists in maintaining and administering the on-campus WAN and LAN network systems; provides support and installation for software, desktop computer applications, and Internet/Intranet including e-mail; installs, configures, and repairs personal computer hardware and software systems; installs, maintains, and troubleshoots Voice Over IP Phones; maintains and troubleshoots Voice Over IP servers for the registration of phones and to manage voicemail; and performs related work as required.

SUPERVISION RECEIVED AND EXERCISED

Receives general supervision from the Information Technology/Management Information Systems Manager. Exercises no supervision of staff.

CLASS CHARACTERISTICS

This is an advanced journey-level class in the information technology support series responsible for installing, maintaining, and troubleshooting telecommunications and phone systems, as well as, application software and hardware such as Local Area Networks (LAN) and Wide Area Networks (WAN). The work involves frequent contact with others and coordination of multiple and concurrent activities. This classification is distinguished from the Information Technology Technician I/II by its specialized and more highly technical telecommunications assignment, in addition to performing all duties of the Information Technology I/II classification. It is further distinguished from the Senior Information Technology Technician in that the latter performs the most complex technical and specialized duties assigned to the IT Technician class series, including some basic analytical work, and provides technical and functional direction to lower-level staff.

EXAMPLES OF ESSENTIAL FUNCTIONS (Illustrative Only)

Management reserves the right to add, modify, change, or rescind the work assignments of different positions and to make reasonable accommodations so that qualified employees can perform the essential functions of the job.

- Evaluates and responds to requests for computer assistance from users experiencing problems with computer hardware, software, networking, and other computer related technologies, as well as telecommunication, phone, and voicemail systems.
- Responds to inquiries concerning computer and telecommunications systems operation and diagnoses system hardware, software, and operator problems.
- Diagnoses problems, performs remedial actions to correct problems, and/or recommends and determines solutions.

- Researches, resolves, and follow ups on routine user problems, and refers more complex problems to higher level personnel.
- Delivers, installs, or assists personnel in the installation of personal computers, software, and peripheral components, as well as, telecommunication systems such as telephones and voicemail boxes.
- Tests, clones, loads, and configures specified software packages such as network operating systems, word processing, or spreadsheet programs onto computer; may modify specific applications for use by division; deploys software, settings, scripts, and batch files to workstations remotely.
- Troubleshoots LAN and WAN connectivity; performs point-to-point network troubleshooting, installation, and maintenance; replaces network lines as needed; makes network patch cables.
- Installs, maintains, and troubleshoots Voice Over IP Phones; maintains and troubleshoots Voice Over IP servers for the registration of phones and to manage voicemail.
- Uses specialized software to create master images of hard drives of different computer models, copy and update software and scripts, and to inventory computer hardware, make, and model; deploys computer; master images from single computers to computer labs.
- Uses and maintains the Storage Area Network (SAN) server; creates virtual space volumes for servers; hot swaps hard drives.
- Creates email boxes for users and departments; troubleshoots email connection and storage.
- Maintains hardware and software inventory and maintains the back-up systems.
- Maintains the active directory of users by adding, removing, and/or editing users; creates access rights to users and user groups; creates groups and mailing lists.
- Assists in coordinating activities with help desk, network services, or other information systems staff.
- Trains users on software and hardware usages by providing instruction and documentation.
- Provides updates, status, and completion information to personnel and/or users via voice mail, e-mail, or in-person communication.
- Assists lower-level and new staff as required.
- Participates in group problem solving activities to promote continual business process improvements and initiatives.
- Performs other duties as assigned.

QUALIFICATIONS

Knowledge of:

- Applicable Federal, State, and local laws, rules, and regulations, and District and departmental codes, policies, and procedures.
- Principles and practices used in the operations, maintenance, and administration of telecommunication and voice systems, network operating systems, personal computer system hardware, and related software systems.
- Techniques and methods of telecommunications and computer hardware and software evaluation, implementation, and documentation.
- Personal computer and network system application software packages, including word-processing and spreadsheets.
- Personal computers and peripherals, as well as, network hardware, including hubs, switches, and cabling.
- Troubleshooting, configuration, and installation techniques.
- Computer hardware, software, network technology, and operating system products.
- Occupational hazards and standard safety procedures.
- Business letter writing and record-keeping principles and procedures.
- Methods, techniques, and practices of data collection and report writing.

- Modern office practices, methods, and computer equipment and applications related to the work, including word processing, database, and spreadsheet software.
- English usage, spelling, vocabulary, grammar, and punctuation.
- Techniques for providing a high level of customer service by effectively dealing with the public, vendors, students, and District staff, including individuals of various ages, various socio-economic and ethnic groups.

Ability to:

- Perform a variety of functions in the operation of a variety of telecommunications and computer equipment and peripheral components, including LAN, WAN, SAN, and voice systems; troubleshoot related problems and take appropriate action.
- Identify and resolve hardware and software problems and perform minor repairs.
- Setup telecommunications, PC, and network hardware and install and configure software.
- Troubleshoot voice protocols and applications.
- Train staff on telecommunications, software applications, and hardware usage.
- Work with and maintain confidential and sensitive information.
- Prepare clear and concise reports, correspondence, and other written materials.
- Interpret, explain, and ensure compliance with District policies and procedures, complex laws, codes, regulations, and ordinances.
- Establish and maintain a variety of filing, record-keeping, and tracking systems.
- Respond to and effectively prioritize multiple phone calls and other requests for service.
- Make accurate arithmetic and statistical computations.
- Organize and prioritize a variety of projects and multiple tasks in an effective and timely manner; organize own work, set priorities, and meet critical time deadlines.
- Operate modern office equipment including computer equipment and specialized software applications programs.
- Use English effectively to communicate in person, over the telephone, and in writing.
- Use tact, initiative, prudence, and independent judgment within general policy and legal guidelines in politically sensitive situations.
- Establish, maintain, and foster positive and harmonious working relationships with those contacted in the course of work.

Education and Experience:

Any combination of training and experience that would provide the required knowledge, skills, and abilities is qualifying. A typical way to obtain the required qualifications would be:

Equivalent to the completion of the twelfth (12th) grade supplemented by some college-level courses or technical or vocational training in computer science or related field and three (3) years of responsible technical experience performing technical support and network administration on personal computers and peripheral equipment including software administration in a multi-user environment, as well as one (1) year performing installation, maintenance, and troubleshooting of telecommunication systems. An Associate Degree in computer science, information technology, or closely related field is desirable.

Licenses and Certifications:

- Possession of, or ability to obtain, a valid California Driver's License by time of appointment.

PHYSICAL DEMANDS

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; to operate a motor vehicle and to visit various District sites; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone. This is primarily a sedentary office classification although standing in and walking between work areas is frequently required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Positions in this classification frequently bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects weighing up to 50 pounds.

ENVIRONMENTAL ELEMENTS

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing departmental policies and procedures.