

## BARSTOW COMMUNITY COLLEGE DISTRICT

**CLASS TITLE: INFORMATION TECHNOLOGY SPECIALIST**

**Range: 24**

### **BASIC FUNCTION:**

Under the direction of an assigned supervisor, the Information Technology (IT) Specialist provides technical support to employees and students by diagnosing, troubleshooting, repairing, installing, and maintaining computers and related hardware, software, mobile devices, and peripherals in physical and virtual environments, including computer labs and Hy Flex environments. Assists with hardware and software procurement, licensing compliance, and asset management. Performs network and operating systems maintenance functions following established procedures. Performs IT asset management.

### **REPRESENTATIVE DUTIES:**

*The following duties are typical for this classification.*

- Responds to help desk tickets, incoming calls, walk-ins, and emails regarding computer related hardware and software problems and provides follow-up support. Assists end-users with access difficulties, operating system and software malfunctions, and hardware repairs on laptops, PCs, virtual machines, mobile devices, and peripheral equipment.
- Provide assistance to employees and students on using computer and software programs including remote access, and use of peripheral equipment.
- Troubleshoots and performs various technical computer and peripheral repair duties that include diagnosing system failures, repairing or replacing parts, and testing.
- Creates and deploys images; develops scripts to automate processes; plans, schedules, and completes computer refresh projects. Tests and configures applications and new software functionalities to applicable servers and platforms.
- Provides technical support for computer labs on campus and off campus sites. Installs and maintains computers, peripherals, and software applications, including specialized systems to meet the Americans with Disabilities Act (ADA) requirements.
- Provides technical support to desktop, remote, and network connectivity issues. Performs hardware and software tests using diagnostic and testing equipment.
- Communicates with vendors as needed to resolve technical issues.
- Provides print server maintenance and troubleshooting by creating printer queues, uploading printer drivers, and assigning users to printers.

- Assists in troubleshooting to resolve network hardware and operations problems, including connectivity, internet access, electronic mail, and file servers.
- Delivers, installs, and configures computers, VoIP devices, software applications, docking stations, printers, scanners, and other peripheral equipment. Sets up video conferencing equipment and administers conferencing software. Installs cables, IP cameras, wireless access points, Wi-Fi, network cards, and other networking components.
- Coordinates, installs, and configures network components including computers, printers, cabling, phones, servers, and user accounts.
- Provides guidance regarding instructional strategies for integration of technology in instruction. Provides technical support to students.
- Develops and maintains internal media servers for campus-wide informational monitors. Coordinates IT support for events/productions with the event Manager.
- Monitors security tools to reduce the risk of a security breach and improve efficiency of the network security infrastructure. Troubleshoots malware, ransomware, phishing, and other viruses. Conducts IT security training to employees and students.
- Installs, configures, patches, upgrades, and maintains computer operating systems and software while ensuring compliance and compatibility with the network. Modifies software and analyzes software needs for modernizing processes and expansions.
- Provides Hy-Flex support for classrooms, and audio-visual support for conference rooms and events. Installs, configures, and maintains portable units. Sets up and tests audio, visual, and associated equipment for campus events.
- Keeps and maintains records of average response time, mean time to repair, end-user satisfaction, and the number of problems resolved within a given period.
- Maintains Cisco Call Manager databases including Unity and Call Center.
- Installs mounts, speakers, microphones, computer equipment, and other related technology in support of classrooms and Hy-Flex instruction.
- Maintain an accurate inventory of all IT assets, including hardware and software. Track the lifecycle of IT assets from acquisition through disposal, ensuring proper documentation and reporting.
- Performs other job-related duties as assigned.

## **KNOWLEDGE AND ABILITIES:**

### ***Knowledge of:***

- Computer and mobile device operating systems.
- Operating system and software patch management, group policies and profile support.
- System and network troubleshooting and diagnostic techniques.
- Enterprise desktop systems and related equipment.
- Enterprise PC imaging and management tools and software deployment technologies.
- Project management, asset management, and change control processes.
- Principles of directory account management for computer environments.
- Network and Wi-Fi technologies.
- Hy-Flex and smart classroom control system configuration software and components.
- Audio and Video production.
- Research techniques to solve technical problems.
- Network and phone technologies and systems protocols.
- Interpersonal skills using tact, patience, and courtesy.
- District organization, operations, policies and objectives.
- English usage, grammar, spelling, punctuation, and vocabulary.

### ***Ability to:***

- Install, test, troubleshoot, maintain, repair and upgrade computer, network, phone, printing and audio-visual equipment and software.
- Operate and test computer hardware, peripheral equipment, and applications software.
- Troubleshoot and diagnose IT systems and peripheral equipment failures.
- Install wiring and cabling for voice, video, and data.
- Prepare and maintain maintenance and repair records, and reports.
- Establish and maintain cooperative and effective working relationships with others.
- Work independently with little direction.
- Communicate effectively both orally and in writing.
- Use customer service and telephone skills.
- Meet deadlines and work under pressure.
- Establish and maintain cooperative and effective working relationships with others.
- Read, interpret and apply technical information, blueprints, and schematics.
- Give one-on-one and small group presentations.

## **EDUCATION AND EXPERIENCE:**

Any combination equivalent to: An associate degree in computer science or a related field plus two (2) years of related experience or equivalent combination of education and experience. IT certifications may substitute for education or experience.

## **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 accommodation may be made to enable individuals with disabilities to perform the essential job functions.*

**Environment:** Work is performed primarily in a standard office setting with frequent interruptions and distractions; extended periods of time viewing a computer monitor.

**Physical:** Primary functions require sufficient physical ability and mobility to work in an office setting; to stand or sit for prolonged periods of time; to occasionally stoop, bend, kneel, crouch, reach, and twist; to lift, carry, push, and/or pull light to moderate amounts of weight; to operate office equipment requiring repetitive hand movement and fine coordination including use of a computer keyboard; and to verbally communicate to exchange information.

**Vision:** See in the normal visual range with or without correction.

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

Board Approved: