



# Employment Opportunity

## Computer Systems Maintenance Technician

CL09-33 Information Technology / Computer Technology Center

Apply by: 4:00 p.m., Tuesday, December 1, 2009

### **About the position:**

Information Technology services are provided at various campus locations. The currently advertised assignment will perform computer systems maintenance services at Cabrillo's Computer Technology Center located on the Aptos campus.

### **Examples of Duties:**

Under the general supervision of the Technology Services Manager in consultation with the Computer Lab Coordinator:

- Sets up and operates telecommunications and/or networking equipment at various locations; may require driving a college vehicle or cart
- Configures, installs, tests and troubleshoots personal computer, local area network/wide area network/Internet and related hardware and software
- Processes orders for hardware and software for predetermined vendors
- Maintains inventory and related records of personal computer hardware, software, licensing agreements, etc.
- Works with users regarding personal and on-line applications while keeping abreast of changes in technology
- Trains end users in use of new equipment and software
- Monitors the computer installation room equipment and environment
- Monitors on-line systems and responds to inquiries from computer users
- Provides technical assistance and instruction to users in assigned areas
- Maintains logs and records related to the work performed
- Documents all procedures and software load procedures
- Performs related duties as required or assigned

### **Minimum Qualifications:**

Equivalent to two years of college level coursework in computers and related technology or related field, AND two years of increasingly responsible experience working with the operating systems and hardware configurations outlined above.

**Please Note:** Additional experience as outlined above may be substituted for the education on a year for year basis and/or additional education may be substituted for the experience on a year for year basis.

### **Knowledge of:**

- Techniques and terminology used in the operation of personal computer systems
- Applicable operating environments, commands and structures DOS, Windows, Macintosh, UNIX, Microsoft Networking, client server environments
- Installation, configuration, operation, troubleshooting, maintenance, repair, backup and restore procedures for personal computers and network systems
- Personal computer and local area network hardware and software, operations and principles
- Microcomputer applications commonly used at a community college
- Data base programs commonly used on personal computers and in a client server environment
- Internet access, installation of software, applets, hardware needs, security issues, limitations, E-mail
- Personal computer system design options and specifications
- Techniques for communicating with individuals of diverse academic, ethnic, socio-economic and cultural backgrounds

### **Skill in and ability to:**

- Install, configure, test and troubleshoot a wide range of personal computer hardware and software
- Monitor and respond to equipment and network system status messages
- Confer with users, supervisors and other technicians to troubleshoot and resolve problems
- Provide instruction to users in hardware and software capabilities, application and operations; keep abreast of changes in technology
- Organize and prioritize work to meet critical deadlines; maintain accurate logs and records
- Develop written documentation of procedures used in a clear, concise and readable format

- Assess current and future computer and software needs and provide clear, written requirements
- Design and provide hardware and software specifications to end users to be used in purchasing decisions
- Read, analyze and interpret technical manuals, procedures and instructions
- Define problem areas, collect and evaluate data, and make appropriate recommendations
- Make mathematic calculations accurately and rapidly
- Clearly and effectively present complex, technical information and issues, both orally and in writing, to both technical and non-technical staff
- Communicate effectively, both orally and in writing
- Analyze detailed information and respond accordingly
- Exercise discretion and safeguard the confidentiality of information
- Understand and follow oral and written directions
- Trace, identify, and resolve hardware and software malfunctions
- Appropriately respond to system generated messages
- Establish and maintain effective working relationships with those contacted in the course of the work, including staff, users, operating departments, and representatives from vendors

**Other Requirements:**

- Must be able to safely lift and move boxes and equipment weighing up to 40 pounds, and to move heavier equipment with assistance
- Must be able to crawl, bend, stoop, and work in small spaces, and walk and stand for extended periods of time
- Must be willing to work days, evenings, and weekends at various campus locations
- May be required to possess (at time of hire) and maintain a valid California driver's license and a safe driving record in order to drive a vehicle, including college carts

**Salary:**

\*\$3,609 to \$3,979 per month to start, plus fringe benefits, seven-step schedule to \$4,836 per month plus employer-paid retirement contribution (PERS). Full-time, 11 months per year; Monday through Friday, 8:00 a.m. – 5:00 p.m. Position scheduled to begin as soon as possible, pending funding and Governing board ratification.

\*Cabrillo College reserves the right at its discretion to hire classified employees at a higher starting step placement, up to step three, in acknowledgement of an individual's previous job-related experience or factors as may be determined upon submission of appropriate written documentation.

Currently Cabrillo College provides a benefit stipend up to \$7,832 per year for employee only and up to \$14,999 per year for employee plus one dependent, and \$20,686 per year for employee plus two dependents for medical, dental, life insurance and long-term disability insurance.

Each employee hired into a classified position shall contribute to membership dues or service fee or charitable contribution at the current rate of gross salary per month.

**How to Apply:**

Application forms may be obtained through the Human Resources web site: <http://www.cabrillo.edu/services/hr/apps/index.html>

**OR** at the office location noted below.

Cabrillo College, Human Resources Department  
6500 Soquel Drive, Aptos, CA 95003  
Phone: (831) 479-6217  
**OR FAX to:** (831) 477-3545

**\*\*EACH APPLICANT MUST SUBMIT:**

- a) Completed and signed Cabrillo College application
- b) Resume – job related
- c) One to three recent letters of recommendation which address the candidate's ability to perform the duties of this position
- d) Criminal History Inquiry Supplemental to Application
- e) Verification of educational qualifications (*Foreign transcripts must be translated to determine equivalency to U.S. standards. Any fee for such translation is paid by the applicant.*)
  - Transcripts from all colleges attended (copies are acceptable) or official proof of request for transcripts, to demonstrate the qualification re: college coursework listed in this announcement. If selected it is the responsibility of the candidate to provide official transcripts, diplomas, degrees, or other documents as may be requested
- f) Copy of valid California driver's license
- g) Current DMV printout

**\*\* If any of the above materials are not submitted with your application packet, your materials will be deemed incomplete and will not be forwarded to the committee for screening.**

**Selection Procedure:**

Applications will be reviewed by a search committee, which will determine the applicants to invite for interviews based on appraisal of qualifications as documented by application materials submitted. Performance exam(s) may be administered. An eligibility pool may be established.

Candidates selected for employment with Cabrillo College must agree to be fingerprinted, provide current tuberculosis test results, provide proof of eligibility for employment in the United States and present a valid Social Security card upon hire.

**Application Deadline:**

All application materials MUST be received in the Human Resources Department by: **4:00 p.m., Tuesday, December 1, 2009.**  
**(Postmarks or e-mail transmittals are not accepted.)**

Cabrillo College seeks applications from all qualified individuals. It is the continuing goal of Cabrillo College to hire and retain staff that reflect the rich diversity and cultural heritage of the college district and its student body.

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