COMPUTER SYSTEMS MAINTENANCE TECHNICIAN
(Microcomputer Support)

DEFINITION

Under general supervision of the Manager, Technology Services, or the Computing Technology Center Lab Coordinator, or his/her designee, performs skilled installations, configurations, network installations (local area, wide area and Internet), and simple and complex upgrades; operates, troubleshoots and performs maintenance on a wide range of personal computers and peripheral equipment; provides a wide range of support to users of local area networks and personal computers; configures a wide range of software; designs and recommends hardware configurations for end users; works with end users to define software solutions; documents all hardware and software configurations; provides end user training; performs related duties as required or assigned.

CLASS CHARACTERISTICS

This class is an experienced and professional level position, with incumbents expected to independently perform the full range of microcomputer installations, repair, configuration, troubleshooting and user assistance and training on both Macintosh and PC (DOS/Windows) platforms. Responsibilities include significant user interface, installation/evaluation, and instruction; and requires a broad understanding of personal computer applications in both the academic and administrative setting. Requires significant knowledge of network operating systems, topologies, and client configurations with the ability to perform troubleshooting of network problems from the client end. Significant Internet understanding is required with knowledge of both UNIX and Windows NT platforms. Incumbents may write applications and/or macros for simple office tasks and maintain similar applications already in place.

EXAMPLES OF DUTIES (Illustrative Only)

- Configures and installs personal computer equipment
- Sets up and operates telecommunications and/or networking equipment
- 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
QUALIFICATIONS

Knowledge of:

- Techniques and terminology used in the operation of personal computer systems
- Applicable operating environments, commands and structures DOS, Windows, Macintosh, Novell, UNIX, Windows NT, 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 need and to 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
QUALIFICATIONS (continued)

Skill in and ability to: (continued)

- 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 on and off 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

Education and experience:

A typical way of gaining the knowledge, skills and abilities outlined above is:

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. 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.