Employment Opportunity

Computer Systems Maintenance Technician

CL07-04

Apply by: Wednesday, March 21, 2007, at 4:00 p.m.

About the Program
Information Technology services are provided at the Aptos campus and at various campus locations. The currently advertised part-time assignment will perform computer systems maintenance services at Cabrillo’s Watsonville Center. This assignment may be assigned to other campus sites as college needs require. In addition, a Computer Systems Maintenance Technician position eligibility pool may be established in order to fill other full time, part-time or substitute assignments as needs arise.

Examples of Duties
Under the general supervision of the Technology Services Manager:
• Sets up and operates telecommunications and/or networking equipment at various locations and 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

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

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
• 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**

*$1737.34 to $1916 per month to start, plus benefits; seven step schedule to $2328.79 per month. Half-time assignment, 12 months per year, Monday through Friday, flexible afternoon & evening hours, with occasional weekend work.

*Cabrillo College reserves the right at its discretion to hire classified employees at a higher starting step placement, in acknowledgement of an individual's previous job-related experience, education and/or relevant other credentials or factors as may be determined.

Cabrillo College provides a benefit stipend up to $5,894.40 per year for employee only and up to $11,168.28 per year for employee plus one dependent, and $15,360.72 per year for employee plus two dependents for medical, dental, life insurance and long-term disability insurance.

**Please Note:** employees who work partial contracts may receive a pro rata stipend based on the percentage of assignment.

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  
Fax: (831) 477-3545  

**Postmarks or E-mail transmittals are not accepted**

*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) 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) 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 required.
  
  e) Criminal History Inquiry Supplemental to Application
  f) Valid California driver’s license
  g) Current DMV print-out
Please notify the Human Resources Department if you require any special accommodation(s) in meeting these requirements.

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.

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., Wednesday, March 21, 2007. (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.