**San Jose · Evergreen Community College District
Classified Job Description**

Position: Information Technology Support Specialist II   **Department:** CTSS or ITSS

Location: District-wide   **Date:**   February 13, 2019

POSITION PURPOSE

Under the direction of an assigned supervisor, the Information Technology Support Specialist II leads and performs advanced, skilled and technical duties related to district-owned computers, software, printers, network connectivity troubleshooting, servers, network applications, cloud resources and audio-visual equipment using best practices. Responsibilities also include the installation, maintenance and repair of computer endpoints, peripheral equipment, audio-visual and video equipment; and supporting the accessibility requirements of Section 508. This position provides limited system administration and data integration/backup for college/district resources, provides technical support to users on or off campus, and may serve as a support liaison between the College and the District ITSS team.

KEY DUTIES AND RESPONSIBILITIES:

1. Service as a technical expert for installation, servicing, troubleshooting and repair of a variety of district-owned equipment such as desktop and laptop computers, mobile computing devices, peripherals, and other related equipment.

2. Serve as a technical expert for the installation, servicing, troubleshooting, and repair of networking hardware and software in supporting academic programs.

3. Install, maintain, and support a variety of software for employee workstations and computer labs across campus including large-scale deployments and management of software and licenses.

4. Provide limited system administration and data integration/backup support for college/district resources, including building and maintaining secure servers (physical/virtual) according to established standards.

5. Support cloud computing efforts to enhance access to student learning outcomes (i.e., Cloud storage, Webmail, Learning Management Systems, Web-based software).

6. Troubleshoot and support printing, copying, and scanning related issues for multi-function printers, scanners, and copiers for assigned sites.

7. Install, service and perform complex troubleshooting and repair on a variety of district-owned advanced digital audio/visual equipment such as digital projectors, cameras, video player, and various digital and analog audio devices.

8. Install, connect and configure network devices (wireless and wired), workstations cables, switches, and other network equipment; provide technical support and analyze connectivity issues.

9. Align, adjust and calibrate equipment according to specifications; calibrate testing instruments.

10. Assist in the design of computer and AV system and recommend improvements and enhancements; modify existing equipment to improve performance and reliability.

11. Provide assistance, information and technical expertise to faculty and staff regarding the safe and proper operation and maintenance of assigned equipment; refer to the Acceptable Use Policy and Section 508 requirements to providing technical support for events and meetings including video conferencing.

12. Provide support for escalated Help Desk requests; work with Help Desk team to provide support to students, faculty and staff.

13. Communicate with vendors and manufacturers regarding parts, pricing, purchases and product information; order parts, supplies and equipment in support of assigned functions; research and recommend products and tools needed to support operations and facilitate repairs.

14. Provide input into the budget preparation process; research the cost, technical specifications and comparability of district-owned computing and AV equipment, peripherals and systems.

15. Prepare and maintain a variety of records related to equipment maintenance and repair, inventory control, service manuals and wiring diagrams, software and licensing agreements.

16. Transport, set up and test a variety of audio, video and telecommunication and computer equipment including televisions, cameras, monitors, recording devices, microphones, audio and video switches; balance and adjust video equipment; troubleshoot problems on-site.

17. Perform other related duties related to the position as assigned.

EMPLOYMENT STANDARDS

Knowledge of:

1. Network trouble shooting best practices and understanding of the seven layers of the OSI model.

2. Industry standard network cabling (i.e. Cat5, Cat6, T568A/B)

3. Network troubleshooting best practices and understanding of the seven layers of the OSI model.

4. Industry standard network cabling (i.e. Cat5, Cat6, T568A/B)

5. Computer operating systems, Systems Management Software, Office Productivity Software, Instructional application software.

6. Computer repair and troubleshooting best practices.

7. Section 508 requirements for accessibility standards for employees, students and public information.

8. Cloud computing applications.

9. Mobile computing and WIFI/Wireless application and usage.

10. Multi-function printing systems and related applications.

11. Audio-visual equipment and components related to classroom instructional use and events and conference rooms.

12. Applicable safety rules and regulations.

13. Principles of providing work direction and guidance to others.

Skills and Ability to:

1. Configure and troubleshoot network devices with knowledge of TCPIP and network topology.

2. Inspect, troubleshoot and repair computing equipment as well as audio-visual equipment.

3. Install, maintain and configure complex software environments.

4. Communicate effectively with staff, faculty, and students at all levels of authority and knowledge and diverse backgrounds and abilities.

5. Research, collect and report data.

6. Documenting all activities and with accurate detail.

7. Operate and use various manual and power tools in a safe and correct manner.

8. Analyze situations accurately and adopt an effective course of action.

9. Train, guide Information Technology Support Specialists.

10. Stay current in field by continually expanding knowledge of software programs and networking systems on a variety of operating systems.

11. Effectively communicate and interact with persons of diverse backgrounds and abilities.

12. Establish and maintain cooperative and effective working relationships with others.

Experience and Education:

1. Associate's degree from a two-year or technical school.

2. Three years of experience in computing (hardware and software), networking, and digital/analog audio-visual equipment repair.

3. Demonstrated sensitivity, knowledge and understanding of the diverse academic, socioeconomic, gender identity, sexual orientation, cultural, disability, and ethnic backgrounds of groups historically underrepresented, and groups who may have experienced discrimination.

4. Success integrating diversity as appropriate into the major duties outlined in the job description and in the duties listed in the District's hiring policy; or demonstrated equivalent transferable skills.

WORKINGS CONDITIONS

Environment:

1. Typical indoor environment.

Physical Demands:

1. Hearing and speaking to exchange information in person or on the telephone.

2. Seeing to view a computer monitor.

3. Dexterity of hands and fingers to operate a computer keyboard.

4. Lifting heavy objects not to exceed 50lbs.

5. Climbing.

Hazards:

1. Possible exposure to electrical hazards.

Board Approved: 07/01/1999, 02/12/2019
Salary Range: 122 (Reclassified from Sr. Network Technician at same range)
EEO Category: 2B2 – Other Professionals