Position...........................Instructional Computing Technician
Department/Site...............
FLSA................................Non-Exempt
Evaluated by....................Varies by area
Salary Range 40

Summary
Provides support to instructional microcomputers in laboratory and classroom environments, including hardware, operating systems, common application software, troubleshooting, software installation, and support. Assists faculty members and students in proper use of instructional computing facilities. Administers dedicated local area network servers and peripheral equipment to assist in operation of computer laboratories.

Essential Duties and Responsibilities
- Installs, configures, and troubleshoots microcomputer workstations, and peripheral equipment, integrating into existing network environments and ensuring continuous operation of equipment, and software.
- Monitors one or more local-area networks for dedicated networking groups and domain servers, adding work stations as necessary and authorized to meet computer laboratory needs.
- Monitors and tunes system networks, software, and peripheral equipment. Monitors server capacity and performance.
- Establishes and maintains student user accounts and profiles based on established user account policies. Facilitates access controls to systems, files, and folders by implementing privileges and permissions.
- Installs and maintains various application software. Maintains and upgrades software licenses and interprets software documentation.
- Analyzes network problems and makes corrective measures, referring complex occurrences to higher level technical support. Corrects connectivity failures.
- Performs regular system backups and recoveries. Implements disaster recovery backup strategies to minimize server down time. Documents network activity and user problems.
- Researches trends and alternatives to upgrade network operations and security.
- Installs and configures workstations to laboratory networks. Connects workstations to servers and assists others to connect with College-wide networks.
- Installs, configures, and maintains specialized software that supports a variety of technical courses offered by the College.
- Tests software to ensure compatibility with the current operating environment and to equipment capability. Configures software to communicate with peripherals such as printers, modems, scanners, and screens.
- Sets up and tests the working condition of audio-visual equipment used to support computer-aided instruction.
- Provides assistance to students and other users having diverse levels of ability and from multiple academic disciplines. Assists with setup and use of microcomputers by students with various physical and learning disabilities.
- May set up laboratories to meet faculty and subject needs. Prepares customized instructions for use of application software.

- Inspects laboratory microcomputers for necessary repairs and maintenance, making repairs or arrangements for servicing, as necessary.
- Maintains records of student and faculty attendance in labs. Initiates orders for computer and instructional supplies as authorized.
- Maintains up-to-date inventory of all assigned equipment and other assets. Ensures that identification tags, licenses, warranties, repairs, and upgrades and properly recorded
- May participate in the selection, training, scheduling, training, and performance review of student and temporary workers.
- Performs other duties as assigned that support the overall objective of the position.

Qualifications
- **Knowledge and Skills**
  - Requires working technical knowledge of personal computer workstations, including the relationship and usage of various input and output components, business and education support software, and terminology.
  - Must understand the protocols and procedures for setting up new equipment, troubleshooting and performing routine maintenance.
  - Requires a basic understanding of personal computer based local area networks, network operations, and connectivity between servers.
  - Requires a basic understanding of the following protocols such as TCP/IP, IGRP, Serial, and Ethernet.
  - Requires sufficient human relations skill to conduct individual instruction and technical assistance and give in-class demonstrations on the use and application of PC-based business and education, internet, utility, and connectivity software.
  - Requires sufficient writing skill to document technical procedures.
  - Requires sufficient math skills to compute sums, averages, products, and quotients.

- **Abilities**
  - Requires the ability to set up, install, configure, and maintain microcomputer workstations and peripheral equipment.
  - Requires the ability to diagnose, troubleshoot, and repair microcomputer hardware and software, including operating systems and instructional software packages/applications.
  - Requires the ability to analyze technical problems and recommend optimal solutions, to reason logically and creatively; adapt to changing technologies.
  - Requires the ability to work independently and collaboratively.
  - Requires the ability to provide ongoing system and user support, interpret technical manuals, train end users and/or software application installation groups and other laboratory student and/or other temporary help.
  - Requires the ability to develop and maintain positive working relationships with, and deliver one-on-one instruction/tutoring to students and staff members.
  - Requires the ability to organize and maintain accurate records.
  - Requires the ability to organize and conduct demonstrations and training.
  - Requires the ability to relate to diverse abilities and academic backgrounds of students.
  - Requires the ability to perform clerical and general office support duties.

Physical Abilities
- Requires the ability to accomplish work of a sedentary to moderately active nature.

- Requires ambulatory ability to move to various office and classroom-type locations and to bend, stoop, crawl and reach to install cables and equipment.
- Requires sufficient hand eye coordination and dexterity to make small component connections.
- Requires sufficient visual acuity to read technical documents and instructions and align small components.
- Requires sufficient auditory ability to carry on routine conversations.
- Requires the ability to lift, push, and pull objects of medium weight (less than 50 lbs.) on an occasional basis.
- Requires the ability to work in confined areas with noise variations, dust, and limited ventilation.

Education and Experience
- An associate degree, or the completion of at least sixty (60) college-level semester units or a certificate in computer networks or computer technical support, and two years of computer technical support experience; or, in the absence of an associate degree, or the completion of at least sixty (60) college-level semester units or a certificate in computer networks or computer technical support, four years of computer technical support experience.

Licenses and Certificates
- May require a valid driver's license.

Working Conditions
- Work is performed indoors where some nominal safety considerations exist from occasional physical labor and handling of medium weight, yet, awkward materials.