

SENIOR INFORMATION TECHNOLOGY SUPPORT SPECIALIST

DEFINITION

Implements and participates in the installation and maintenance of computer systems and various types of instructional equipment. Included in responsibilities are software, hardware, network, security, upgrading and high-level troubleshooting tasks for analog and/or digital equipment.

SUPERVISION

Supervision is received by Information and Technology Services management personnel.

Provides work direction to lower-level staff. Supervision is exercised over student workers.

EXAMPLES OF DUTIES

Inspects and maintains satellite TV downlink systems and ancillary electronic components.

Uses and interprets data from electronic test equipment, including oscilloscopes, frequency generators/counters, sync delayed video monitors, DMM RF level meters, digital multi-meters, RAM testers, software diagnostic programs and related tools.

May design and install public address systems and other specialized instructional media systems.

Installs and maintains closed-circuit television wiring and sub-systems.

Determines operating system errors or incompatibilities and performs repairs as needed.

Uses, installs, and upgrades current versions of standard software.

Provides campus-wide technical support to faculty, staff and students.

Adjusts, maintains, diagnoses, and repairs various types of instructional equipment to the component level.

Installs and configures new computer systems including software and operating systems, attachment and testing of peripheral devices, and testing of compatibility with existing networks.

Maintains existing hardware and software including expansions and upgrades.

Plans and performs equipment repairs and maintenance procedures on all components of software used in conjunction with existing systems and networks.

Maintains running inventory of components, provides file copies of required metrics to supervisor. Orders parts and replacements as needed, logs repair requests, and produces detailed repair reports, including cost analysis.

Operates, repairs, maintains and organizes preventative maintenance schedule for instructional equipment.

Performs preventative maintenance.

Inventories, maintains and requisitions supplies.

EXAMPLES OF DUTIES (continued)

Installs, configures and troubleshoots Internet connections and software on client desktop computers.

Troubleshoots or repairs equipment, outsourcing repairs when required.

Provides campus-wide technical support for network operations and resources. Coordinates, arranges and participates in troubleshooting activities.

Defines and isolates hardware, software or environmental problems using diagnostic and error recovery techniques and initiates corrective actions.

Installs, tests, and assures software compatibility with the network.

Arranges for major equipment repairs and mentors Information and Technology Services staff in determining sources of problems.

Maintains telecommunication equipment used in conjunction with the network.

Reads and interprets complex computer technical manuals to obtain procedural instructions.

Adapts non-network software to work in a network environment.

Assists in the designing and planning of computer and network systems.

Maintains the campus main distribution frame and intermediate distribution frames.

Performs adds, moves, and changes and troubleshoots campus telecommunication system.

Keeps and maintains detailed network documentation and equipment logs.

Prepares documentation, procedural manuals, user instructions, and is proficient in using utility programs.

Studies feasibility and conducts research on equipment modifications or new equipment acquisitions, and makes cost and time estimates.

Repairs computer monitors, TV's, video projection equipment, CRT displays and other high voltage technology equipment.

Selects, trains, evaluates and maintains schedules of student workers.

Performs related duties as assigned.

QUALIFICATIONS

Knowledge of:

Customer service protocol.

Operating systems and software.

Preventative maintenance techniques.

QUALIFICATIONS (continued)

Types of instructional equipment.

Analog and/or digital electronics.

High voltage technology.

Ability to:

Apply customer service protocol and maintain a customer service-oriented priority.

Establish and maintain cooperative and effective working relationships with members of the college community and with outside contacts.

Communicate clearly and concisely, both orally and in writing.

Effectively communicate with faculty, staff and students in a multi-cultural environment.

Keep and maintain detailed network documentation and equipment logs.

Read and comprehend complex computer technical manuals and schematics to obtain procedural instructions.

Use and interpret electronic test equipment and software diagnostic programs.

Determine operating system errors or incompatibilities.

Use, install, and upgrade current versions of standard software.

Travel to off campus locations.

Gather and analyze data and draw logical conclusions.

Interview, train, and provide work direction to student workers.

EMPLOYMENT STANDARDS

Minimum Qualifications:

Bachelor's degree from an accredited college or university or equivalent in Electronic Engineering, or Computer Science or related field or two years experience in analog and/or digital equipment repair.

Special Requirements:

Stay current in changing technology by reading professional periodicals and related texts, and by attending seminars and classes.