

San Diego Community College District

CLASSIFICATION DESCRIPTION

Title: District Microcomputer Specialist

Unit: Office Technical

Page: 1 of 2
Job Code: J1420
Original Date: 05/2013
Last Revision: 05/2013
Staff Type: Classified
FLSA status: Non-exempt
Salary Range: 27

DEFINITION

Under the direction of the Manager of Computer and Network Services, coordinate the installation, maintenance and support of all end user administrative computer systems. Work with the Information Technology staff, end user department staff and district vendors for computer equipment.

EXAMPLE OF DUTIES

1. Install and maintain software on local area network servers and stand-alone stations; maintain computer hard disk images; ensure application data is secured and stored in the correct folders.
2. Provide problem solving and technical assistance; respond to telephone, electronic mail, voice mail, verbal and written service requests; provide assistance in person, by telephone, electronic mail, voice mail or help desk call.
3. Work with vendors to understand and diagnose computer problems; research best ways to upgrade application software and operating systems; install and test new prints.
4. Diagnose and resolve computer and network hardware and software problems; configure hardware and software as necessary to ensure successful operation; report faulty equipment according to department procedures; coordinate computing activities with other Information Technology staff to ensure effective data exchange between applications and systems.
5. Assist faculty and staff with operation of core software such as Microsoft's Outlook, Word, Access, PowerPoint, Excel, and other software as identified.
6. Provide technical documentation and provide user training and basic recovery procedures for those systems. Serve as resource for creating documentation and training materials in response to faculty and staff inquiries for technical support.
7. Perform physical inventory of all computers and printers as requested.
8. Coordinate repair of computer equipment and peripherals. Perform basic diagnosis and repairs. Provide maintenance and problem diagnosis on all systems.
9. Attend and participate in campus-wide and departmental meetings and committees to discuss computer-related issues, as well as contribute to ITS projects as a team member.
10. Perform related duties as assigned.

DESIRABLE QUALIFICATIONS

Knowledge:

- A variety of applications software (e.g. Word Perfect, Word, Access, Power Point, Excel, communications software, Pagemaker).
- Computer and mainframe technologies, printers and networks.
- Computer hardware for troubleshooting and diagnosing problems.

Internet-based services such as electronic mail, WWW, News, Netscape and other LAN and data communications hardware and software..

Relational databases, client-server architecture and operating systems, the Internet, TCP/IP protocol, and Ethernet and mainframe operations.

Skills and Abilities:

Communicate with both technical and non-technical users, including training for end users who may be unfamiliar with various computer hardware or software.

Demonstrate strong analytical and problem solving ability.

Organize work and perform time management/multi-tasking skills.

Perform technical journey-level work output on an independent basis.

Training and Experience:

High school diploma or equivalent. Associate's degree or two years of college-level course work or training in a computer-related discipline. Experience performing the duties of the job may substitute for the post-secondary education or training on a year-for-year basis. Two years of experience which demonstrates a good working knowledge of computers is required.

WORKING CONDITIONS

Physical Requirements:

Learned physical skill required to perform keyboarding functions. Regular lifting of equipment/materials for installations, troubleshooting, repairs, etc.

Environment:

Coordinating a variety of activities and/or responding to peak work load periods can result in period of high pressure. Incumbent is generally able to regulate own schedule, work flow, etc. Regular exposure to video screens, electrical and electronic equipment. Respond to emergency service calls and district-wide situations in a constantly changing environment. Exposure to video display terminals and computer related noise levels, as well as dust and equipment cleaning materials, occurs on a regular basis.