

COMPUTER SERVICES TECHNICIAN
(Classified Bargaining Unit Position)
(Range 37)

DEFINITION

Under direction of Supervisor, install, configure, troubleshoot and repair district microcomputer equipment, their software applications and operating systems for use in administrative and instructional lab environments. Provide technical support and help functions that relate to microcomputer hardware and software, peripherals, data communications and connectivity. Utilize work orders and phone support techniques in support of all college sites.

In coordination with Network staff, the Computer Services Technician specifies, configures, automates, provisions, troubleshoots and updates related: application services, group policies, login scripts, mandatory profiles and software licensing/packaging for a wide variety of applications in support of both administrative and instructional environments of Cuesta College.

DISTINGUISHING CHARACTERISTICS

The Computer Services Technician is distinguished from other technical positions by the requirement that the incumbent recommends, installs, configures and repairs microcomputers and peripherals of Cuesta College.

Incumbents in this position support student learning outcomes and institutional effectiveness by ensuring the District's microcomputer equipment, peripherals, and operating systems operate reliably, securely and with the performance to meet both long and short term needs of students, faculty, and staff.

ESSENTIAL FUNCTIONS

- Provide installation and technical support of college standard hardware and software;
- Diagnose and repair or facilitate repairs of non-functioning computing equipment;
- Troubleshoot non-functional classroom equipment and take appropriate steps to initiate or facilitate repair;
- Troubleshoot network connectivity issues and take appropriate steps to repair and/or facilitate appropriate escalation of support where/when necessary;
- Receive, screen and follow through on user requests with established guidelines and priorities;
- Research, evaluate and recommend computer hardware, software and operating systems in support of campus standards;
- Assist users in selection of equipment that best meets their needs in keeping with campus standards;
- Maintain accurate equipment and parts inventory;
- Maintain department standards and follow established procedures;
- Attend trainings, meetings and workshops where/when identified;
- Utilize, design and document automation of processes for provisioning, deployment, updating and maintaining security of networked microcomputers, peripherals and mobile devices;
- Monitor and review compliance with software license agreements;
- Research, specify, configure, utilize and maintain related client/servicer asset management/monitoring and remote control systems;

- Utilize virtualization, snapshots and version control to build and maintain host templates;
- In coordination with network staff, edit group policies, security groups, login scripts and mandatory profiles; and
- Perform other related duties as required.

QUALIFICATIONS

Education:

Preferred

- Associate's Degree.

Experience:

Required

- Two years of work experience or a combination of education and experience which would indicate possession of the knowledge, skills and abilities listed.

Knowledge of:

- Tools, materials and equipment used in repair and maintenance of computer equipment;
- Computer hardware components and related peripherals;
- Microsoft and Apple operating systems and applications;
- Basic network troubleshooting and diagnostic utilities, such as ip/ifconfig, ping, gpresult and packet sniffing;
- Basic understanding of common network protocols such as TCP/IP, pxe, tftp, http(s), ftp, imap, smtp and ssh;
- Wireless configuration, Ethernet cabling and patching in network ports;
- Desktop security software including anti-malware and anti-virus;
- Processes for managing, provisioning, deployment and inventory of computers, software and mobile devices, utilizing such platforms as Ghost Solution Suite, SCCM and DeployStudio/Munki;
- Install, configure and troubleshoot networked computer workstations, systems and programs used by the District in both instruction and administrative areas;
- Current technologies, personal computer, and associated office software such as word processing, spreadsheet, presentation, and/or database software;
- Correct usage of English, grammar, spelling, punctuation, and vocabulary; and
- District policies and procedures.

Ability to:

- Establish and maintain cooperative working relationships with those contacted in the performance of duties; and
- Demonstrate a sensitivity to and understanding of the diverse academic, socioeconomic, cultural, and ethnic backgrounds of staff and students and of staff and students with physical and learning disabilities.

Physical ability to:

- Read and comprehend printed matter and text and data on computer monitors;
- Communicate intelligibly and effectively via speech, telephone, written correspondence, and/or email;
- Sit or stand for extended periods of time;
- Lift and/or carry 50 pounds; and
- Exert manual dexterity sufficient for keyboard and other office equipment operation.

License and Certificates (current within the last year):

Required

- Valid driver's license and eligible to obtain California driver's license upon hire.

CCCUE Approval: 08/23/1999: 07/16/2015
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