

COMPUTER CENTER TECHNICAL SPECIALIST

DEFINITION

Under direction, to organize, coordinate, and facilitate the skilled work in the installation, maintenance, and repair of a variety of computer and telecommunications equipment; to perform a variety of functions in scheduling the utilizing of the College facilities; to serve as a resource and provide support to users pertaining to computer hardware and software application processes; and to do other related work as required.

DISTINGUISHING CHARACTERISTICS

The Computer Center Technical Specialist is a lead position and is assigned responsibility for the coordination of the computer and telecommunications functions at a college. An incumbent is expected to successfully work with the more difficult computer and telecommunication projects.

SUPERVISION RECEIVED AND EXERCISED

Receives general supervision from the College Business Office Manager. May exercise technical or functional supervision over classified personnel in the computer tech and electronics tech classifications.

EXAMPLES OF DUTIES

The Computer Center Technical Specialist is primarily responsible for the following activities:

Coordinates, organizes, and facilitates the performance of skilled maintenance and repair of computers, computer terminals, and a variety of other electronic equipment.

Utilizes a variety of specialized electronic testing equipment in diagnosing, evaluating and testing computer hardware and related peripheral devices.

May replace defective computer components and parts using a variety of hand tools and equipment.

Investigates, tests, and recommends the purchase of equipment, computer hardware and application software.

Requisitions, orders and maintains an adequate inventory of computer components, parts, supplies and repair materials.

May assist in the maintenance of a technical library of computer related manuals and software documentation.

Plans, organizes, and lays out assigned work tasks.

May conduct in-service training programs relative to the operation and maintenance of computer equipment and application software.

Confers and provides support to service system users.

Monitors outside technical vendor services to ensure a high standard of performance.

(Over)

EXPERIENCE AND EDUCATION

Any combination of experience and education that would likely provide the required knowledge and skill is qualifying. A typical way to obtain the knowledge and skill would be:

Experience:

Four years of responsible experience in facilitating and expediting technical computer and telecommunication service functions and activities, including one year in a lead or supervisory capacity.

Education:

Equivalent to the completion of an Associate of Arts degree in communication, computer science, or related technical service fields.

Minimum Qualifications

Knowledge of:

Methods, procedures, techniques, materials, and equipment utilized in the installation, repair, and maintenance of computer hardware and telecommunications systems;

District policies, legal mandates, and codes pertaining to the inspection, repair, and maintenance of computer hardware and telecommunications systems;

Safe working methods and procedures;

Modern office practices and equipment, including automated data management, storage, and retrieval systems;

English usage, spelling, punctuation, grammar, and report formatting;

Communication techniques, strategies, and procedures.

Ability to:

Coordinate, organize, and schedule priority functions and activities;

Compile and prepare accurate and comprehensive reports;

Effectively communicate in oral and written form;

Establish and maintain a variety of complex, privileged, and sensitive files and records;

Understand and carry out oral and written directions;

Establish and maintain cooperative working relationships.