

**COMPUTER CENTER TECHNICIAN I
COMPUTER CENTER TECHNICIAN II
COMPUTER CENTER TECHNICIAN III**

DEFINITION

To operate mini- and micro-computers; to develop system programs; to assist students and faculty in developing programs and operating computers and peripheral equipment; and to provide interfaces to the various computer systems inside and outside of the District.

DISTINGUISHING CHARACTERISTICS

Computer Center Technician I

This is the entry level in the Computer Technician series and positions within this class are considered to be in a training status. This class is assigned a wide range of technical duties, and work at this level is distinguished from that of the Computer Center Technician II in that the duties are of a standard and prescribed nature. As experience is acquired, an incumbent is expected to perform with increasing responsibility.

Computer Center Technician II

This is the journey level class in the Computer Center Technician series. Positions in this class are flexibly staffed and are normally filled by advancement from the lower class of Computer Center Technician I, or, when filled from outside the District, require prior computer operations work experience. Appointment to this class requires that the employee be performing substantially the full range of duties for the class and meet the qualifications standards for the class. Positions assigned to this class may be distinguished from those allocated to the lower level of Computer Center Technician I by the higher level of applied knowledge and skill in computer operations and language which is expected, and by the staff assistance to higher supervisory levels which is required.

Computer Center Technician III

This is the highest level in the Computer Center Technician series. Positions in this class are expected to support students and faculty in the installation of hardware, software, and associated communications to other computer systems within the District. Positions assigned to this class may be distinguished from those allocated to the lower level of Computer Center Technician II by the requirement to conduct in-service training to faculty, to be proficient in the design and use of mainframe computers as well as mini- and micro-computers, and to have a working knowledge of the methods for communicating to, from and between the various computer systems in the District.

SUPERVISION RECEIVED AND EXERCISED

Receives general supervision from an educational manager.

Exercises technical or functional supervision over student assistants and/or assigned personnel.

(over)

EXAMPLES OF DUTIES

Duties may include, but are not limited to, the following:

Monitor computer software and hardware operating status; ensure that computers, terminals, printers, and other peripherals are in operating order; perform minor maintenance when necessary; report equipment problems or failures and provide necessary documentation.

Create and maintain student and faculty accounts; insure that only authorized users have access to the equipment.

Supervise computer labs and oversee student computer operations.

Assist in, and/or provide training for students and faculty in computer operations, programming, and the use of peripheral equipment; prepare training manuals and other appropriate documentation.

Design, develop, and implement software to monitor and improve system performance.

Document events concerning computer systems or the computer center/network.

Order supplies; serve as a technical resource person for equipment maintenance and hardware/software purchases.

Start up and shut down systems and peripherals; back up the system on appropriate media; reload paper and ribbons on printers; install and configure hardware and software.

Monitor the budget; manage accounting systems used by various campus laboratories.

Attend conferences and seminars as required to keep abreast of changing technology.

Select, train, supervise and evaluate student lab assistants and/or assigned personnel.

Computer Center Technician I

Knowledge of:

Principles and operations of computer systems and related peripheral equipment.

Principles and techniques of computer programming.

Programming language such as COBOL, FORTRAN, BASIC, PASCAL, or C.

Skill to:

Operate computer systems and related peripheral equipment.

Detect and correct malfunctions in computer operations such as runaway loops and paper alignment.

Develop computer programs.

Communicate clearly and concisely both orally and in writing.

Respond to student inquiries in a courteous, tactful manner.

Establish and maintain effective work relationships with those contacted in the performance of required duties.

Experience and Training

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

Experience:

One year of experience operating computers similar in size and complexity to the equipment utilized by the District.

Education:

Equivalent to the completion of an Associate degree with a major emphasis in data processing, mathematics, or a related field supplemented by specialized training in basic programming and systems analysis.

Computer Center Technician II

In addition to the minimum qualifications for Computer Center Technician I:

Knowledge of:

Large, mini- and micro-computer operations.

More than one programming language such as COBOL, FORTRAN, BASIC, PASCAL, and C.

Equipment and supply purchasing procedures and practices.

Basic principles of budgeting.

Skill to:

Perform responsibilities with independence and a high level of judgment.

Select, train, and evaluate student lab assistants.

Configure and troubleshoot electrical connections.

Perform minor preventative maintenance on computers, printers, and related peripherals.

Provide technical information regarding equipment maintenance and hardware and software purchases.

Experience and Training

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

Experience:

Two years of experience performing duties equivalent to those assigned to a Computer Center Technical I in the District.

Education:

Equivalent to the completion of an Associate degree with a major emphasis in data processing, mathematics, or a related field supplemented by specialized training in basic programming and systems analysis.

(Over)

Computer Center Technician III

Knowledge of:

Both mainframe and microcomputer systems concepts.
Concepts of data base design and implementation.
Data processing communications systems.

Skill to:

Conduct in-service training for faculty and classified staff on computer usage using telecommunications and networking.

Experience and Training:

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

Experience:

Two years of experience performing duties equivalent to those assigned to a Computer Center Technician II in the District.