

NORTH ORANGE COUNTY COMMUNITY COLLEGE DISTRICT JOB DESCRIPTION

Job Title:	IT Technician II	Range:	Classified Schedule 44
Date Revised:		Date Approved:	June 28, 2016

PRIMARY PURPOSE

This position is responsible for installing and maintaining computer hardware and software; maintaining and installing local area network systems; and providing technical assistance and guidance to end users.

ESSENTIAL FUNCTIONS

Examples of essential functions are interpreted as being descriptive and not restrictive in nature.

1.	Installs, configures, tests, and maintains hardware and software including workstations, printers and other computer-related devices, and new and upgraded software. Develop scripts to distribute images and installation packages. Create, test, manage, troubleshoot and maintain operating system images for all platforms in production.
2.	Troubleshoots and resolves technical problems providing technical maintenance and repair support to end users. Manage out-of-warranty hardware repairs including recommendations of parts to be ordered. Directs more complex problems to higher level technical personnel and/or arranges for equipment service for major repairs.
3.	Maintains network systems and servers; installs and configures network software and interfaces at workstation level; maintains network security; configures software, user accounts, and web pages for District departments and personnel.
4.	Manages the phone system and main circuit; communicates with staff on phone requests and issues.
5.	Configures and test video conference equipment with Service Provider; schedules video conference for the District and for all other community colleges.
6.	Runs and monitors the daily production schedule and operates Enterprise Server Systems. Assists with Server installations and setups.
7.	Processes work requests and prioritizes tasks maintaining records of completed tasks. Create, test, manage, troubleshoot and maintain documentation including: checklists for image creation, driver versions per image, image updates in progress and required.
8.	Researches and determines appropriate need for workstation hardware, software, printer and copier; provides recommendations on the purchase of hardware, software and peripherals and maintains contact with technology vendors.
9.	Assures compliance with technical standards and software copyright laws; assures adherence to safety codes and regulations applicable to working with high voltage.
10.	Prepares and maintains a variety of records, logs and reports concerning work procedures, materials, parts, inventory and the repair and maintenance of equipment and software. Evaluate equipment to determine whether to repair in-house, send out, or surplus.
11.	Communicates with other departments and staff to determine their technology needs and provides solutions.
12.	Train team members in technical areas to improve skills. Develop, conduct and provide technical training and assistance for technical staff and end users; writes and updates technical and user documentation.

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13.	Learns and applies emerging technologies and advances as necessary to perform duties in an efficient, organized, and timely manner.
14.	Deliver, assemble and install instructional media equipment; assure that multimedia systems are properly installed and functioning correctly.
15.	Performs a variety of skilled and technical duties related to the troubleshooting, repair and adjustment of multimedia systems and other computer equipment.
16.	Participate in District/College efforts to increase the diversity of faculty and staff and to address student achievement gaps; active assistance in the creation of a welcoming and inclusive work and educational environment; attend and participate in diversity, equity and inclusion trainings and events.
17.	Performs related duties as assigned.

OTHER FUNCTIONS

WORKING RELATIONS

The IT Technician II maintains frequent contact with various District departments and personnel, vendors and outside contractors.

EDUCATION AND EXPERIENCE

Minimum Qualifications

Two (2) years of college coursework in Computer Electronics, computer Sciences or a related field. Minimum of four (4) years' experience installing and maintaining hardware and software in a network environment.

Commitment to diversity. All applicants must have demonstrated sensitivity to and understanding of the diverse academic, socioeconomic, cultural, disability, gender, gender identity, sexual orientation, and ethnic backgrounds of community college students, faculty and staff. The applicant must be able to demonstrate how their experience with these factors relates to successfully achieving the goals of the position.

Desirable Qualifications

Prior experience in approaching work and interactions with colleagues and/or students in an equity minded manner. Ability to provide an inclusive and welcoming work/educational environment.

KNOWLEDGE, SKILLS, AND ABILITIES

Knowledge of current computer hardware, software and related peripherals
Knowledge of various computer software applications
Knowledge of video conference equipment
Knowledge of the District telephone system, maintenance and repair
Knowledge of web page creation, publication and maintenance
Knowledge of principles and practices of electronics as related to computer hardware and peripherals
Knowledge of electronic theory and circuit analysis skills
Knowledge of the principles, practices and techniques of training and providing technical instructions
Knowledge of the correct English usage, grammar, spelling, punctuation and vocabulary
Ability to analyze situations accurately and adopt a certain course of action
Ability to plan, organize and prioritize work
Ability to lift up to 80 pounds

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Ability to meet schedules and time lines
Ability to communicate effectively, both orally and in writing
Ability to understand and follow oral and written directions
Ability to establish and maintain effective working relationships with others

SPECIAL REQUIREMENTS

WORKING CONDITIONS

College or District information systems office environment; subject to lifting heavy boxes and equipment (up to 80 pounds unassisted); subject to repetitive bending, stooping and use of upper extremities; subject to exposure to electrical hazards.
