San Diego Community College District
CLASSIFICATION DESCRIPTION

Title: **District Microcomputer Specialist**

Unit: **Office Technical**

DEFINITION

Under the direction of the Manager, Network and PC Services, or assigned supervisor or manager, coordinate installation, maintenance, and support of all end-user administrative computer systems. Work with Information Technology staff, end-user department staff, and the District's computer equipment and application vendors.

EXAMPLE OF DUTIES

1. Install and maintain software on local area network servers and stand-alone workstations; maintain computer hard disk images; ensure application data is secured and stored correctly.

2. Provide problem solving and technical assistance; respond to telephone, electronic mail, voice mail, verbal, and written service requests.

3. Work with vendors to understand and diagnose computer problems; research best ways to upgrade application software and operating systems; install and test new images.

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 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 administrative workstations. Serve as resource for creating documentation and training materials in response to staff inquiries for technical support.

7. Perform physical inventory of all computers, printers, and other equipment 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 department 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:
Applications software, such as office and business applications, communications software, and security applications.
Computer and mainframe technologies, printers, and networks.
Computer hardware for troubleshooting and diagnosing problems.

Internet-based services, such as electronic mail, Web and other information services, and other LAN and data communications hardware and software.

Oral and written communication skills.

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

Skills and Abilities:

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

Demonstrate strong analytical and problem solving ability.

Effectively manage multiple tasks simultaneously.

Establish and maintain effective working relationships with others.

Plan and organize work.

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

Training and Experience:

Any combination of training and experience equivalent to: an Associate's degree in a computer-related discipline and two years of experience demonstrating a good working knowledge of computers.

WORKING CONDITIONS

Physical Requirements:

Category III. Finger and hand dexterity 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 periods of high pressure. Incumbent is generally able to regulate own schedule, work flow, etc. Respond to emergency service calls and district-wide situations in a constantly changing environment. Regular exposure to video screens and electrical and electronic equipment. Exposure to video display terminals and computer related noise levels, as well as dust and equipment cleaning materials, occurs on a regular basis.