Technology Services Technician

BASIC FUNCTION:

Under the direction of an assigned supervisor, administers audio-visual services and coordinate assignments, delivery and maintenance of all audio-visual equipment.

REPRESENTATIVE DUTIES:

Depending on assignment, duties may include, but are not limited to the following:

1. Operates and maintains a variety of equipment including a television, VCR, tape recorder, power tools, testing equipment, software, electric cart and other related equipment; operate a vehicle to conduct work as required.

2. Schedules, delivers, installs and maintains audio-visual, computer or peripheral equipment for classrooms and offices; set-up classrooms as necessary; instruct clients on the use of the equipment; interface with faculty, staff and students on requests; perform preventive maintenance on equipment as necessary; troubleshoot and problem resolution.

3. Performs various repair duties including diagnosing system failures and isolating faulty parts; repair or replace parts; order parts, schedule repairs, complete related paperwork for warranty claims as necessary and interface to vendors to ensure the proper completion of repairs; verify and test systems before returning to faculty or department.

4. May assist the call center staff in performing a variety of duties when required.

5. Provides support to the Workstation Support Technicians to include the installation of personal computing hardware and software, receiving computers for repair, troubleshooting and assisting with complex repairs.

6. Provides assistance to students, faculty and staff on utilizing equipment and software programs including the proper use of audio-visual or electronic equipment; drive to various sites to conduct work.

7. Operates a variety of computers, peripheral equipment, diagnostic software, hand tools and other assigned equipment.

8. Operates a computer to establish and maintain schedules; maintain accurate inventory control records of equipment; generate reports including assigned; create orders forms, usage reports and workload reports; and status reports at required timeframes.

9. Monitors monthly expenditure reports and update information utilizing a computerized database; input budget information; recreate and track purchase requisitions and open purchase orders.

10. Coordinates the training and supervision of casual employees.

11. Creates and maintain documentation on various areas of responsibility.

12. Maintains the computer and audio-visual equipment inventory database.

13. Performs related duties as assigned.
KNOWLEDGE AND ABILITIES:

KNOWLEDGE:

1. Use and maintenance of audio-visual and computer equipment.
2. Modern office practices including automated filing and scheduling systems.
3. Materials, methods and tools used in the operation and repair of audio-visual and computer systems.
4. Health and safety regulations and procedures.
5. Proper methods of storing equipment, materials and supplies.
6. Methods and procedures of operating electronic computers and peripheral equipment.
7. Diagnostic techniques, procedures, equipment and tools used in electronics and computers.
8. Computer hardware systems and software applications utilized by the District.
9. Operation and care of specialized equipment including power tools and testing equipment.
10. Technical aspects of field of specialty.

ABILITY:

1. Demonstrate understanding of, sensitivity to, and respect for the diverse academic, socio-economic, ethnic, cultural, disability, religious background and sexual orientation of community college students, faculty and staff.
2. Perform specialized duties involved in scheduling, installation, troubleshooting and maintaining audio-visual and computer equipment.
3. Operate, adjust and service specialized equipment used in the basic trade.
4. Operate a computer to establish and maintain schedules and other records and to generate reports including inventory control as assigned.
5. Maintain accurate inventory and records of equipment.
6. Service and maintain computers, peripherals and other electronic equipment utilized by the District.
7. Provide technical assistance to computer systems users.
8. Maintain current knowledge of technological advances in the field.
9. Communicate effectively both orally and in writing.
10. Maintain current knowledge of technological advances in the field.
11. Learn, apply and explain policies, procedures, rules and regulations.
12. Meet schedules and time lines.
13. Prioritize and schedule work.
14. Train and provide work direction to students.

EDUCATION AND EXPERIENCE:

Any combination equivalent to: Associate’s degree in electronic repairs and one year related experience.

LICENSES AND OTHER REQUIREMENTS:

Valid California driver’s license.

WORKING CONDITIONS:

ENVIRONMENT:

1. Indoor work environment.
2. Driving a vehicle to conduct work.

PHYSICAL ABILITIES:

1. Dexterity of hands and fingers to operate a computer keyboard, testing equipment and power tools.
2. Seeing to read various materials.
3. Bending at the waist, kneeling or crouching.
4. Reaching overhead, above the shoulders and horizontally.
5. Sitting or standing for extended periods of time.
6. Carrying, pushing, pulling, and lifting.
7. Hearing and speaking to exchange information in person or on the telephone.
8. Walking.

DATE APPROVED: Revised April 3, 2002
RANGE: N-45
EEO-CATEGORY: H-50