



## TECHNOLOGY SERVICES TECHNICIAN II

**SALARY GRADE:** [C1-48](#)

**DEFINITION:**

Under the direction of an assigned supervisor, plan, coordinate, supports, and administers audio visual, digital, computer and other advanced instructional technology for the Foothill-De Anza Community College District; coordinate assignments, delivery and maintenance of all audio-visual equipment.

**EXAMPLE OF DUTIES AND RESPONSIBILITIES:**

Depending upon 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.
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 with vendors to ensure the proper completion of repairs; send equipment to outside contractors for repairs as needed; verify and test systems before returning to faculty or department.
4. Work closely with the Instructional Technology Solutions Systems Engineer; act as a liaison between the instructors and the Instructional Technology Solutions Systems Engineer as a knowledge base for design of multimedia systems that meet the unique criteria and needs of the instructional divisions; perform additions and upgrades to the instructional technology systems to accommodate the changing campus requirements.
5. Troubleshoot and repair implemented systems utilized in classroom instruction; ensure operation of advanced instructional technology systems utilized by academic programs across the District; perform troubleshooting, maintenance and repair of instructional audio/video technical equipment inside and outside of the classroom setting.
6. Train and provide instructions on how to use multimedia equipment assigned to personnel; image, update, upgrade, deploy, set-up, and test computers for instructional multimedia teacher-stations; drive to various sites to conduct work.
7. Keep up to date on new technologies implemented by the instructors as needed for classroom instruction i.e., iPads, iPhones, laptops, touch panels, and other new audio/visual technology advances; technology solutions include but are not limited to web-ready classrooms, video conferencing, multimedia consoles in classrooms, and digital and audiovisual technologies supporting construction projects.
8. 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.
9. Prepare and maintain a variety of records and reports related to assigned activities.
10. May assist the call center staff in performing a variety of duties when required.
11. Operates a variety of computers, peripheral equipment, diagnostic software, hand tools and other assigned equipment.

12. 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.
13. Monitors monthly expenditure reports and update information utilizing a computerized database; input budget information; recreate and track purchase requisitions and open purchase orders.
14. Coordinates the training and oversight of temporary and/or student employees.
15. Creates and maintain documentation on various areas of responsibility.
16. Maintains the computer and audio-visual equipment inventory database.
17. Performs related duties as assigned.

#### **EMPLOYMENT STANDARDS:**

##### **Knowledge of:**

1. Technology requirements for instructional labs and classrooms, including but not limited to, video and data projectors, computer systems, various audiovisual equipment and related configuration for installation of such systems.
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.
11. LCD, DLP, and Plasma large screen display systems.
12. IR and RS232C remote control systems.
13. Video conferencing systems.

##### **Ability to:**

1. Demonstrate understanding of, sensitivity to, and respect for the diverse academic, socio-economic, ethnic, religious, and cultural backgrounds, disability, 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 or temporary employees.

## **Education and Experience**

Any combination equivalent to:

1. Associate's degree in a related field.
2. Two (2) years related work experience in technical support.

## **WORKING CONDITIONS:**

### **Environment:**

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

### **Physical Abilities:**

1. Hearing and speaking to exchange information in person and on the telephone.
2. Dexterity of hands and fingers to operate computer keyboard, testing equipment and power tools.
3. Vision to read various materials.
4. Standing for extended periods of time.
5. Walking.
6. Reaching overhead, above the shoulders and horizontally.
7. Bending at the waist, kneeling or crouching.
8. Lifting, carrying, pushing or pulling objects up to 50 lbs.

Date Approved: October 2014  
EEO Code: H-30