



WORKSTATION AND SYSTEMS SUPPORT TECHNICIAN, SENIOR

SALARY GRADE: [C1-60](#)

DEFINITION:

Under the direction of an assigned supervisor, troubleshoot, service, maintain and repair computers, peripheral and other electronics equipment; install and configure personal computer hardware and software; operate various tools and electronic test equipment to troubleshoot and repair equipment; recommend, install, maintain, and troubleshoot multiple server hardware and software systems.

DISTINGUISHING CHARACTERISTICS:

The Workstation and Systems Support Technician I is assigned to service a variety of personal computer hardware, software and associated peripheral equipment requiring installation, maintenance, and support. In addition to the above-mentioned duties, the Workstation and Systems Support Technician II, is responsible for comprehensive trouble shooting, involving detailed procedures to localize the area of difficulty following standard instructions and procedures. Workstation and Systems Support Technician, Senior serves in a lead capacity and performs skilled repair, maintenance and installation of servers, computers, and peripheral devices.

EXAMPLE OF DUTIES AND RESPONSIBILITIES:

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

1. Install, configure and maintain academic, departmental, and non-business server systems and software for the campus as assigned; monitor performance and upgrade as necessary.
2. Planning and implementation of desktop services, servers and operating systems in a networked environment.
3. Drive to various locations to set up and modify new and existing computer workstations, servers and network components.
4. Configuration and debugging of server and network desktop clients to include TCP/IP, network printers, security management, and other applications.
5. Monitor server and disk utilization, evaluate capacity planning requirements, and provide recommendations.
6. Write programs and scripts to accommodate the needs of various departments.
7. Assist the Network and Systems staff in developing and maintaining of a network server security plan and with the coordination and monitoring of the performance of the network.
8. Perform installation of various devices, equipment and software requiring scripting, modification, debugging and compliance of code; utilize related operating systems, utilities and tools.
9. Propose plans, answer questions, provide information, perform research and formulate plans and solutions for various server and network functions.
10. Troubleshoot and perform various technical computer and peripheral repair duties including diagnosing system failures and isolating faulty parts; repair or replace parts; contact and monitor equipment maintenance vendors; and verify and test systems before returning to appropriate location.

11. Serve as a resource for computer purchase upgrades and emerging technologies; recommend system and software upgrades for increased productivity and compatibility; set up new computers and peripheral equipment.
12. Provide assistance to students, faculty and staff on utilizing computer and software programs including remote access and on the proper use of audio-visual or electronic equipment.
13. Order parts, schedule repairs and complete related paperwork for warranty claims as necessary and may deliver computer hardware to classrooms or other locations as required.
14. Install and maintain computer and peripheral equipment for classrooms and offices; schedule equipment usage; troubleshoot and resolve problems.
15. Operate a variety of computers, peripheral equipment, diagnostic software, applications software, hand tools and other assigned equipment.
16. Operate a computer to establish and maintain schedules and other records; maintain accurate inventory and control procedures; utilize various programs to generate, review and maintain reports and logs and to evaluate system information.
17. Consult with faculty and staff on equipment evaluations for purchase.
18. Adhere to hardware, software, and service standards and policies at all times.
19. Prepare documentation on various areas of responsibility and create status reports at designated timeframes.
20. Prepare and maintain a variety of files and records related to assigned activities.
21. Research information utilizing a variety of sources to assist in repairs and upgrading computer, peripheral and electronic equipment; maintain current knowledge of technological advances in the field.
22. May be required to work at the call center at various times to assist in troubleshooting desktop related issues.
23. Purchase materials and equipment and prepare requisitions as needed.
24. Oversee the work of casual employees and provide training on technical issues.
25. Attend meetings as assigned; maintain current knowledge of technological advances in the field.
26. Drive to various locations to set up and modify new and existing computer workstations.
27. Perform a variety of maintenance and troubleshooting duties on various electronic equipment, software packages, and documentation; troubleshoot network connections and software problems.
28. Perform related duties as assigned.

EMPLOYMENT STANDARDS:

Knowledge of:

1. Methods and procedures of operating electronic computers and peripheral equipment.
2. Diagnostic techniques, procedures, equipment and tools used in electronics and computer repair.
3. Computer hardware systems and software applications utilized by the District.
4. Technical aspects of field of specialty.
5. Oral and written communication skills.
6. Record-keeping techniques.

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. Troubleshoot, service, maintain and repair computer, peripheral and other electronics equipment utilized by the District.
3. Operate various tools and electronic test equipment to troubleshoot and repair equipment.
4. Provide technical assistance to computer systems users.
5. Respond to user requests for assistance and malfunction correction and provide technical support.
6. Maintain current knowledge of technological advances in the field.
7. Communicate effectively both orally and in writing.
8. Establish and maintain cooperative and effective working relationships with others.
9. Prepare and maintain records and files.
10. Meet schedules and time lines.
11. Plan and organize work.

Education and Experience

Any combination equivalent to:

1. Associate's degree in computer science or related field.
2. Two (2) years experience in computer/electronic service and repair, and systems support.
3. One (1) year of experience at the Workstation and Systems Support Level II.

WORKING CONDITIONS:

Environment:

1. Office 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. Seeing 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 30 lbs.

Date Approved: February 1, 2000

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