



CLIENT SYSTEMS TECHNICIAN

DEFINITION

Under general supervision, provides first-level contact and primary issue resolution for users with hardware, software, multimedia, and computer application problems and malfunctions; responsible for issue determination, problem/incident recording, problem resolution, and problem escalation as needed; provides technical support for multi-media equipment; maintains hardware inventory; performs related work as required.

SUPERVISION RECEIVED AND EXERCISED

Receives general supervision from the assigned ETS supervisor. Exercises no supervision of staff.

CLASS CHARACTERISTICS

This is the journey-level technician responsible for providing customer service and troubleshooting to resolve primary hardware and software problems. The work involves frequent contact with others and coordination of activities. In the event that the issue rises above the level of troubleshooting and support provided by this position, record of the incident is passed on to more experienced or technical staff in the information technology support series. This classification is distinguished from the Client Systems Specialist in that the latter is assigned a broader variety of and more complex technical support to the District's information technology systems, machines, and peripherals.

EXAMPLES OF TYPICAL JOB FUNCTIONS (Illustrative Only)

- Provides technical support to faculty on the operation and use of multimedia equipment in person and on the phone; explains system compatibility and limitations; advises and makes recommendations to faculty on equipment for class instruction.
- Operates, maintains, tests, troubleshoots and repairs multimedia equipment such as computers, data projectors, computer peripherals, and video and digital cameras.; periodically inspects, cleans and tests equipment and performs routine preventative maintenance and minor mechanical repairs to equipment; refers issues and arranges for more complex equipment repairs with service technicians, vendors, or higher level personnel.
- Delivers, installs, or assists personnel in the installation of personal computers, software, and peripheral components such as monitors, keyboards, printers, disk drivers, and cabling.
- Maintains a working inventory of equipment, components, and parts; updates and maintains databases, logs, and records of equipment circulation, statistics, and requests; recovers computer assets and evaluates/repurposes viable hardware; decommissions obsolete hardware.
- Diagnoses problems, performs troubleshooting and remedial actions to correct problems, and/or recommends and determines solutions.
- Researches, resolves, and follows up on user problems; refers more complex problems to specialized or higher-level personnel.

- Tests, clones, loads, and configures specified software packages such as personal computer operating systems, various software applications onto computer; may modify specific applications for use by division; deploys software, settings, scripts, and batch files to workstations remotely.
- Instructs users in software applications usage and basic computer navigation; advises users on best security practices.
- Researches and provides recommendations or with approval, purchases tools, supplies, and repair parts from a variety of sources.
- Creates baseline software sets, adhering to campus standards, for various makes and models of computers.
- Installs, maintains, and repairs printers, and scanners, addressing both hardware and software issues.
- Relocates personal computers; coordinates moves with user departments; reconnects and reconfigures work stations; installs and connects cable and wiring for systems as needed.
- Assists in coordinating activities with help desk, network services, or other information technology staff.
- Learns and applies emerging technologies and, as necessary, to perform duties in an efficient, organized, and timely manner.
- Provides functional direction to student workers.
- Performs other duties as assigned.

QUALIFICATIONS

Knowledge of:

- Applicable District and departmental codes, policies, and procedures.
- Basic principles and practices used in the operations, maintenance, and administration of network operating systems, personal computer system hardware, and related software systems.
- Basic techniques and methods of computer hardware and software evaluation, implementation, and documentation.
- Personal computers and peripherals, as well as, network hardware, including hubs, switches, and cabling.
- Methods and procedures for multimedia equipment operation and maintenance.
- Methods, principles, practices, and techniques for troubleshooting and determining the causes of multimedia equipment problems and device errors and failures.
- Principles, practices, and methods of presentation equipment hardware installation, operation, and maintenance.
- Standard business support software, including word processing, spreadsheet, presentation, graphics, and database programs.
- Troubleshooting, configuration, and installation techniques.
- Computer hardware, software, network technology, and operating system products.
- Occupational hazards and standard safety procedures.
- Business letter writing and record keeping principles and procedures.
- Methods, techniques, and practices of data collection and report writing.
- Modern office practices, methods, and computer equipment and applications related to the work.
- English usage, spelling, vocabulary, grammar, and punctuation.
- Techniques for providing a high level of customer service by effectively dealing with the public, vendors, students, and District staff, including individuals of various ages, various socio-economic and ethnic groups.

Ability to:

- 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.
- Perform a variety of functions in the operation of a variety of computer equipment and peripheral components; troubleshoot related problems and take appropriate action.
- Identify and resolve hardware and software problems and perform minor repairs.
- Set up PC and network hardware and install and configure software.
- Train staff on software applications and hardware usage.
- Operate, repair, and maintain complex and diverse multimedia systems used in classrooms and campus events.
- Use a variety of techniques, methods, and tools in the maintenance and repair of multimedia systems and technologies.
- Establish and maintain a variety of filing, record keeping, and tracking systems.
- Operate modern office equipment including computer equipment and specialized software applications programs.
- Use English effectively to communicate in person, over the telephone, and in writing.
- Understand scope of authority in making independent decisions.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

Education and Experience:

Any combination of training and experience that would provide the required knowledge, skills, and abilities is qualifying. A typical way to obtain the required qualifications would be:

Equivalent to the completion of an associate degree in information systems, computer science, or related field and one year of experience in providing technical support on personal computers and peripheral equipment, including software administration in a multi-user environment.

Licenses and Certifications:

- Possession of, or ability to obtain, a valid California Driver's License by time of appointment.

PHYSICAL DEMANDS

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer and telephone; to operate a motor vehicle and to visit various District sites; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone. Standing in and walking between work areas is frequently required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Positions in this classification frequently bend, stoop, kneel, climb a ladder, reach, push, and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift and carry materials and objects up to 50 pounds and push and pull materials and objects up to 100 pounds with the use of proper equipment.

ENVIRONMENTAL ELEMENTS

Employees work in an office environment with moderate levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Due to the nature of work, employees may come into contact with fumes, dust, and/or odors.

Salary Grade: C1-52

FLSA: Non-Exempt

EEO Code: H-

Board Approved: April 2021