



## **IT SUPPORT SPECIALIST I**

### **BASIC FUNCTION**

Under the direction of an assigned supervisor, provide technical assistance, training, and support to users regarding the use of computer hardware, peripheral equipment, and application software programs. Perform technical duties in the installation of computer and network equipment for employees.

### **DISTINGUISHING CHARACTERISTICS**

Employees in this classification work with students and employees to install, maintain and troubleshoot computer, network, phone, printing, and audio-visual equipment. Escalates issues of a more complex nature to other department staff appropriately.

### **ESSENTIAL DUTIES & RESPONSIBILITIES**

*The following duties and responsibilities describe the general nature and level of work being performed. It is not intended to be restricted or construed as an exhaustive list of all duties and responsibilities required of individuals so classified, and not all duties listed are necessarily performed by each employee in this classification.*

1. Performs a variety of computer, network, phone, printing, and audio-visual equipment support and troubleshooting for employees; diagnoses problems and repair requirements; identifies and replaces faulty parts; identifies problems covered under warranty and refers to appropriate vendor.
2. Receives and responds to service calls and requests for assistance; provides telephone support, remote assistance, and other help desk functions, as assigned.
3. Provides technical assistance, training, and support in the operation of computer systems, networks, phones, printers, audio/visual equipment, and peripherals.
4. Receives, inventories, assembles, installs and test computer hardware, software, network and phone equipment, audio/visual equipment, and related peripherals.

5. Provides expertise in arranging workstations in classroom and office environments; moves/relocates equipment as requested.
6. Installs and verifies proper operation of computer-based software programs; develops detailed online instructions for use and setup of software; deploy images to computers.
7. Maintains an inventory of spare parts and equipment frequently used for installation and repair of equipment.
8. Performs periodic inspection and servicing of computer systems, network and phone equipment, audio-visual equipment, and peripherals to ensure it is in good working order.
9. Coordinates the work of assigned student workers.
10. Other job-related duties as assigned.

## **QUALIFICATIONS**

### **Knowledge Of:**

- Installation, operation, troubleshooting, testing and minor repair of technology equipment.
- Customer service and telephone consultation procedures and skills.
- Operation and maintenance of tools, test equipment, and other devices used in the installation, testing, maintenance, and repair of technology equipment.
- Fiber optic and twisted pair wiring and cabling procedures used in installing equipment.
- Network technologies and advances in technologies.
- Documentation tools, techniques, and procedures.

### **Skills and Abilities To:**

- Install, test, troubleshoot, maintain, repair and upgrade computer, network, phone, printing and audio-visual equipment and software.
- Install wiring and cabling.
- Prepare and maintain maintenance and repair records, reports, and correspondence.
- Establish and maintain cooperative and effective working relationships with others.
- Work independently with moderate direction.
- Plan and organize work and meet deadlines.
- Exercise good judgment, tact, courtesy, and patience.
- Communicate effectively both orally and in writing.
- Use customer service and telephone skills.

## **Education and Experience:**

Two (2) years of college coursework in computer related technologies and two (2) years of experience in the operation, maintenance and repair of computers, networks, phones, audio/visual equipment, and peripheral equipment and applications or equivalent education and experience.

## **Certificates, Licenses, Special Requirements:**

Certain assignments may require a valid California driver's license and the ability to maintain insurability under the district's vehicle insurance program.

## **Other Requirements:**

Imperial Community College is committed to creating an academic and work environment that fosters diversity, equity, and inclusion and equal opportunity for all, and ensures that students, faculty, management, and staff of all backgrounds feel welcome, included, supported, and safe. Our culture of belonging, openness, and inclusion makes our district a unique and special place for individuals of all backgrounds. It is important that our employees' values align with our District's mission and goals for Equal Opportunity, Diversity, Equity, Inclusion, and Access.

## **WORKING CONDITIONS**

### **Work Environment:**

Office and classroom environment.

### **Physical Demands:**

Ability to travel to various locations either walking or in a vehicle; ability to stand for long periods of time operate office and classroom equipment; technical documentation reading ability both in print and using technology systems; reaching in all directions; bending and twisting; ability to lift and carry 50 pounds.

Vision: See in the normal visual range with or without correction. Hearing: Hear in the normal audio range with or without correction.

### **Mental Demands:**

Ability to work well with others; ability to communicate so others will be able to clearly understand; ability to understand/interpret spoken and written communications both in person and remotely, including technical documentation.