



## **JOB TITLE: COMPUTER SYSTEMS SUPPORT TECHNICIAN**

Classification: Classified  
Salary Range: 40

Retirement Type: PERS\*  
Revised/Board Approved: October 18, 2004

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### **BASIC FUNCTION:**

Under the direction of the Technical Services Supervisor, provide technical support for District employees by installing, supporting and maintaining all PC hardware, software and peripherals. Install and support laptop and desktop computers and peripherals. Install, configure software and resolve problems as referred by El Camino Help Desk or management and assist users with technical questions as needed.

### **REPRESENTATIVE DUTIES:**

Provide technical support, user assistance and training; respond to user questions and concerns and assist in interpreting user needs and implementing solutions.

Troubleshoot equipment problems; diagnose and resolve problems and malfunctions related to personal computers and peripherals; inspect and test equipment to determine feasibility of repair; order and install replacement parts or secure warranty-covered repair; operate test equipment and related tools and equipment.

Install, repair and maintain a variety of equipment including microcomputers and terminals and related cabling and connections to peripherals, circuit boards and additional memory, serial ports and network interface cards

Perform related duties as assigned.

### **JOB QUALIFICATIONS:**

#### Education and Experience:

Any combination equivalent to: Two years of college course work in electronics and four years experience in the maintenance and repair of electronic and computer related equipment.

### **OTHER QUALIFICATIONS:**

#### Knowledge/Areas of Expertise:

Computer hardware, software and peripherals such as central processing units, servers, monitors, cables, network systems, printers, plotters and modems.

Functions, operations and technology related to District financial, business, and administrative applications and related hardware and software.

Current technology related to applications, networks and telecommunications and the equipment and software required to maximize system support.

Procedures for installing, configuring, upgrading, troubleshooting and repairing applicable software, hardware and peripherals.

Principles, practices, hardware and software related to the establishment and maintenance of LAN's and WAN's.

Techniques for explaining technical concepts and procedures to non-technical users.

Abilities/Skills:

Install, configure and upgrade operating systems and software.

Install, configure, assemble and repair computers, monitors, network infrastructure and peripherals.

Monitor the District's LAN's and WAN's.

Troubleshoot and solve hardware and software problems.

Instruct users on new or upgraded computer applications and hardware.

Use initiative and independent judgment within established guidelines and procedures.

Organize one's own work, set priorities, and meet critical deadlines.

Communicate effectively with others to exchange or convey information.

Work independently with little supervision.

Maintain current knowledge of trends and developments.

**WORKING CONDITIONS:**

Varying settings: Office, workshop, other.

Extensive computer work.

Frequent awkward positions to access computer related components.

Long periods of standing and sitting.

Lift and carry up to 40 lbs.

Move from one work area to another as needed.

Dexterity with hands and fingers to use delicate equipment and tools.

\* Previous employment performed in a different public retirement system may allow eligibility to continue in the same retirement system.