

COMPUTER CENTER SPECIALIST

DEFINITION:

Under direct supervision, provides technical support and direction to students using computer equipment and computer applications; Installs, maintains, troubleshoots and upgrades computer hardware, software, personal computer networks and peripheral equipment; makes recommendations regarding hardware and software acquisitions; prepares documentation and provides assistance to students; to perform a variety of related office and support activities in support of instructors and/or program area; and to perform related duties as assigned.

DISTINGUISHING CHARACTERISTICS:

This classification is distinguished from the Systems Support Specialist which performs advanced and difficult computer hardware and software duties and has an educational requirement in the field. This classification is an Aide level in that it supports equipment and software in the Computer Place Center and in support of the Computer Place Center students. In addition, this position provides clerical support for the Computer Place Center.

ESSENTIAL DUTIES: The following duties are typical of those performed by employees in this job title; however, employees may perform other related duties, and not all duties listed are necessarily performed by each employee in the job title.

- Generates routine and customized reports using database programs; and generate basic reports such as attendance records;
- Installs and maintains hardware and software; routinely updates antivirus software and internet browser; recognizes the need for and installs replacement hardware including disk drives, CD drives, batteries and fans; resets connections and determines if equipment needs to be sent for repairs or replaced.
- Establishes a maintenance and replacement schedule for all student computers;
- Troubleshoots computer hardware and software and peripheral equipment;
- Performs administrative duties such as: filing reports, preparing routine personnel and operations forms, and monitors budget;
- Maintains expenditure records and prepares reports; prepares invoices;
- Prepares a variety of informational and required reports on program statistics, services and activities;
- Prepares a variety of written materials including correspondence, reports, brochures, recruitment, outreach and other materials, working in collaboration with college departments and programs;
- Provides program orientations for students, and explains policies, procedures and requirements to students and others;
- Makes presentations to various groups to promote recruitment, program utilization and understanding of issues related to the program and the individual it serves;
- Arranges or prepares and conducts special training and/or orientations for students/clients, college staff and others;
- Performs a variety of responsible office support for the program;

- Maintains office equipment as assigned

MINIMUM QUALIFICATIONS:

Knowledge of:

Computer hardware peripherals.

Capabilities and use of computer, hardware and software.

Commercial software packages and operating systems.

Information systems technology concepts and terms.

Basic installation, maintenance and troubleshooting of network, operating and application hardware and software in collaboration with the MIS department.

College level mathematics and English grammar, spelling and punctuation.

Use and operation of standard office equipment including desktop computers and common applications software, copiers, scanners, fax, telephone, etc.

Basic records management, data recording and report preparation methods and procedures.

Correct English grammar, spelling and punctuation.

Skill in:

Setting up, troubleshooting, using and providing training in computer hardware and software, including multi-media applications.

Establishing and maintaining effective working relationships with those contacted in the course of the work, including staff and students.

Researching and evaluating software programs.

Preparing clear and concise written materials, records and files.

Operating and training others in the use of specialized software and procedures within the Computer Place Center.

Establishing and maintaining effective working relationships with those contacted in the course of the work, including socio-economic, cultural, and/or learning and physical disability issues.

Maintaining clear and accurate records, logs, files, databases and other materials; preparing clear and concise reports, correspondence and other written materials.

Understanding and following oral and written instructions.

Other Requirements:

Must possess a valid California driver's license and have a satisfactory driving record; must be willing to work shifts as needed.

ILLUSTRATIVE EDUCATION AND EXPERIENCE: A typical way to obtain the above knowledge and skill is a combination of education and experience equivalent to:

Possession of an Associate of Arts degree with major coursework in computer science, and two years of experience either in an instructional support capacity, or other responsible experience demonstrating adequate mastery of the computer equipment and software programs, and the ability to explain and assist others.

PHYSICAL CHARACTERISTICS: The physical abilities involved in the performance of essential duties are:

Vision to read and/or operate computer screens, texts, instructions, lab equipment, and related; speech and hearing for normal communication; manual dexterity to manipulate papers, and operate computer keyboards, standard office equipment. Specified positions may require color vision. This work is performed primarily indoors in classroom and learning assistance center settings.