

**College of the Siskiyous
Job Description**

Job Title: Information Systems Technician 2
(Information Technology, Hi Tech Center)

FLSA: Non-Exempt

Group: Classified

Salary Level: 16

Salary Schedule: Classified

GENERAL SUMMARY

Under the general direction of the Vice President – Information Technology, performs complex technical functions following prescribed procedures to complete tasks that often require extensive problem solving skills and excellent communication and human relations skills. Performs other duties directly related to this job description.

PRINCIPAL DUTIES AND RESPONSIBILITIES

General

Serve as project leader and perform technical work in the operation and control of the district technology systems; develop methods and procedures to solve technology problems encountered.

Install, repair and maintain computers, network hardware and cabling; troubleshoot problems with computers, bridges, printers, servers, repeaters and network cables; replace failed components; reconfigure boards.

Perform basic support of computer network systems; use network and mail utilities to install and remove users from system; monitor system usage; monitor servers for normal operation; perform reset procedures; perform daily back-ups.

Test, maintain and upgrade a variety of hardware for District computers, phones, operation systems software, A/V satellite, cable, CCTV systems; provide technical analysis of new system upgrades; perform hardware troubleshooting; test telecommunication and computer equipment to assure compliance.

Provide user support; respond to user problems with individual computer hardware systems such as monitors, keyboards, drives, and modems; provide training in group or one-on-one situations to staff and students in uses of hardware.

Research and recommend products for management review and possible purchase; prepare user training manuals and materials; prepare documentation of campus systems.

Prepare project documentation; maintain project files as appropriate; remain current regarding technical advances in the field.

Provide use support; respond to questions; apply knowledge of computer software and hardware and audio-visual procedures; participate in over-the phone and user station diagnostic procedures; resolve problems.

Ensure proper and safe installation of technology systems and equipment to appropriate areas; set up equipment in a timely manner.

Maintain accurate and up-to-date circulation and inventory records of telecommunications equipment.

Perform other related duties as assigned.

Information Technology Technician

Install, monitor and maintain campus telephone system; install phone and wiring when necessary; program phone system and sub-systems; document campus wiring; troubleshoot and resolve system problems.

Install, operate, maintain and repair television equipment, including color cameras, monitors, receivers, sync generator, phase generator, special effects generator, sound mixer, videotape reel-to-reel recorders, players and editors, lighting systems, dimmer board, character generator related to the CCTV system.

Provide audio and videotaping of campus events.

High Tech Center

Make recommendations on the purchase of computer systems, associated peripherals, software and assistive technologies.

Install and configure specialized hardware and/or software systems and assistive technologies for disabled students and perform basic diagnostic repair functions.

Monitor high tech lab usage and produce usage reports on a regular basis.

Assist students with various disabilities in the use of adapted computer technology.

Oversee the production of alternate format materials including e-text, audio, large print and braille.

TRAINING AND EDUCATION REQUIRED

General

Minimum Qualifications:

1. Education: Associate's degree from an regionally accredited college or university OR certification in either Microsoft Certified Professional (MCP) OR A+ certification; and
2. Experience: Two years of experience in computer related field.

Preferred Qualifications:

1. Associate's degree and MCP or A+ certification with two years computer related experience.

High Tech Center

1. Experience working with disabled individuals.
2. Experience working with assistive technology and associated peripherals.

KNOWLEDGE, SKILLS AND ABILITIES REQUIRED

Knowledge of principles of telecommunication.

Knowledge of operation and repair of audio and video equipment, including television.

Knowledge of basic principles of electronics.

Knowledge of audio and video recording and duplicating equipment.

Knowledge of computers, including network computers and related network equipment.

Knowledge of record keeping.

Knowledge of general clerical practices and procedures.

Ability to operate various types of video, multimedia, teleconferencing, or distant learning equipment.

Ability to process and deliver with speed and accuracy.

Ability to maintain accurate and up-to-date circulation and inventory records of telecommunication equipment.

Ability to interact with others using tact, patience, courtesy and effective listening skills.

Ability to establish and maintain cooperative working relationships with faculty, staff, trainees, and others connected in the performance of duties.

Ability to communicate effectively in both oral and written form.

Ability to read and write at a level required for successful job performance.

WORKING CONDITIONS

Some heavy physical effort which may include frequent standing, walking, and lifting or moving of heavy parcels, machines or equipment of 50 or more pounds; frequent activities require full body exertion. Indoor/outdoor work environment with some exposure to environmental extremes. Occasional work in small spaces. Light to moderate stress level.

ENVIRONMENTAL CONDITIONS

Indoor work environment – normal temperature.

Occasional exposure to outdoor weather extremes.

CONTACTS

Daily contact with students and District staff.

Occasional contact with parents, community members and outside agency personnel.

OCCUPATIONAL CERTIFICATES/LICENSES

Valid California driver's license and insurance.

EMPLOYMENT STANDARDS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The knowledge and skill requirements are representative of essential duties. Reasonable accommodation may be made to enable individuals with disabilities to perform the essential functions of the position.

Approved: 8/07

Siskiyou Joint Community College District is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, Siskiyou Joint Community College District will provide reasonable accommodation to qualified individuals. Siskiyou Joint Community College District encourages both incumbents and individuals who have been offered employment to discuss potential accommodations with the employer.