

## DESERT COMMUNITY COLLEGE DISTRICT

### INSTRUCTIONAL COMPUTER SUPPORT SPECIALIST

#### BASIC FUNCTION

Under the direction of an assigned supervisor, provide complex technical support in computer operation and network maintenance; diagnose and troubleshoot student software problems; work with students and instructional staff to assure lab systems are maintained in working order.

#### REPRESENTATIVE DUTIES

Diagnose and troubleshoot student software problems; repair and modify damaged software configurations; reinstall software that cannot be repaired. *E*

Replace or repair damaged or malfunctioning computer hardware including disk drivers, memory chips, mother boards, modems, network cards, monitors, keyboards, CD-ROMs, printers and other peripherals. *E*  
Work with students and instructional staff to assure lab systems are maintained in working order; provide technical support for instructors; demonstrate various software configurations and installations; provide information on hardware and software error resolution. *E*

Evaluate, install, configure, troubleshoot and document new instructional applications and software systems. *E*

Develop and implement procedures for such tasks as virus protection, software security, software loading and copying, video drivers, printer drivers and configuration control. *E*

Prepare reports on software or hardware help desk requests; provide reports to assigned supervisors; evaluate reports for preventive maintenance trends. *E*

Install and upgrade new hardware and software. *E*

Evaluate and test new software; identify potential conflicts with existing systems; consult with vendors and manufacturers to resolve issues before instituting new software. *E*

Define instructional server needs; research available options and recommend choice; install, configure and test instructional server hardware and software; maintain server hardware; install new versions of server software. *E*

Maintain hardware and software inventory; according to established guidelines and procedures. *E*

Recommend new physical configuration and implement strategies for instructional labs; attend technical seminars and workshops to remain current concerning instructional labs. *E*

Develop and maintain instructional lab procedures in areas such as problem reporting and tracking, lab set-up, student usage tracking and inventory control and security. *E*

Develop Internet policies and standards for instructional labs. *E*

Confer with appropriate District offices to research and make recommendations for purchase of computer lab supplies, hardware, software and equipment; coordinate the purchase and repair of computer lab equipment, tracking status of vendor activity; submit return material authorizations for defective equipment; coordinate campus instructional lab network and telecommunications needs; track software licenses and hardware warranties.

Perform related duties as assigned.

#### KNOWLEDGE AND ABILITIES

**Knowledge of:** Principles and techniques of software design, implementation, installation, configuration and troubleshooting; operating system software internals; network design, implementation and

administration; network server software; internet server software and communication protocols; computer programming, batch files and scripts; troubleshooting hardware and software failures.

**Ability to:** Perform complex technical work to install, configure and test instructional server hardware and software; diagnose, troubleshoot, document, maintain and operate computerized lab equipment and peripherals; operate a computer keyboard and related equipment; coordinate the purchase and repair of computer equipment; develop and implement instructional lab procedures; maintain inventories; maintain current knowledge and apply technological advances in the field; analyze situations accurately and adopt an effective course of action; establish and maintain cooperative and effective working relationships with others; maintain records and prepare reports; communicate effectively both orally and in writing in person or on the telephone; meet schedules and time lines; lift and move heavy objects.

**EDUCATION AND EXPERIENCE**

Any combination equivalent to: associate's degree in computer science or related field and three years experience in computer and network maintenance.

**WORKING CONDITIONS**

**Environment:** Indoor work environment.

**EMPLOYMENT STATUS**

Bargaining Unit Position

E=Essential Functions