CHABOT-LAS POSITAS COMMUNITY COLLEGE DISTRICT

COMPUTER/NETWORK SUPPORT SPECIALIST I
COMPUTER/NETWORK SUPPORT SPECIALIST II

*Class specifications are intended to present a descriptive list of the range of duties performed by employees in the class. Specifications are **not** intended to reflect all duties performed within the job.*

SUMMARY DESCRIPTION

Under supervision (Computer/Network Support Specialist I) or general supervision (Computer/Network Support Specialist II), provide timely and effective technical support to administrative and instructional users of computers and related resources; perform a variety of technical and analytical duties in support of campus network users including the installation of computers and hardware, peripheral equipment and software applications; and provide assistance in the installation of campus network connections and other routine network support tasks.

DISTINGUISHING CHARACTERISTICS

Computer/Network Support Specialist I – The Computer/Network Support Specialist I is the entry level technical support class in the Computer/Network Support Specialist series providing routine user support and assisting in the installation of computers and peripheral equipment. Positions at this level are not expected to function with the same amount of program knowledge or skill level as positions allocated to the Computer/Network Support Specialist II level and exercise less independent discretion and judgment in matters related to work procedures and methods. Work is usually supervised while in progress and fits an established structure or pattern. Exceptions or changes in procedures are explained in detail as they arise. Advancement to the Computer/Network Support Specialist II is based on demonstrated proficiency in performing the assigned functions and is at the discretion of higher level supervisory or management staff.

Computer/Network Support Specialist II - The Computer/Network Support Specialist II is the journey level technical support position. A high degree of interaction with campus personnel is required relative to ordering, using, and maintaining computers, software, and related network technology. This classification requires moderate knowledge of mainframe and campus staff applications, and a high degree of knowledge of computers, peripherals, and network equipment and software in terms of operation, installation, troubleshooting, and training. The Computer/Network Support Specialist II works in coordination with the District networking staff.

REPRESENTATIVE DUTIES

The following duties are typical for this classification. Incumbents may not perform all of the listed duties and/or may be required to perform additional or different duties from those set forth below to address business needs and changing business practices.

1. Respond to user requests for assistance with campus hardware or software problems, such as malfunctions, modifications needed in software, or determination of user needs and requirements.

2. Assist users and potential users in defining campus computer needs, software, peripherals and network equipment; aid in the evaluation of software and hardware; assist in preparing specifications for purchases.

3. Configure and troubleshoot College servers.

4. Maintain, configure, and repair College network cabling and equipment.

5. Set up and maintain detailed inventory records of computer hardware and software purchases, maintenance requests, supplies and similar operational details.

6. Install new campus computers, applications, operating system software, terminals and related hardware; install network connections to equipment.

7. Establish priorities for responding to requests for maintenance and other user requests.

8. Coordinate and perform maintenance of campus computers and related equipment under warranty or requiring service calls.

9. Order and store supplies and parts required to maintain computers and related equipment.

10. Perform routine network support tasks, including server backup, server configuration and client software installation and configuration; assist with network user support and other tasks as directed.

11. Provide backup support and assistance to District network staff as needed.

12. May provide support to the campus telephone system and associated equipment, including troubleshooting and maintaining the voicemail system and call accounting, and performing installations and changes.

13. Prepare and distribute general technical tips and advice to users.

14. Plan and implement procedures to help maintain instructional network security and copyright compliance; report copyright compliance violations to management.

15. Perform related duties as required.

MINIMUM QUALIFICATIONS

The following generally describes the knowledge and ability required to enter the job and/or be learned within a short period of time in order to successfully perform the assigned duties.

Knowledge of:
1. Basic systems analysis and design concepts and alternative programming approaches.
2. Data communication methodologies between computers, peripherals, and network devices.
3. Modern computer and network operating systems, shells and interfaces.
4. Basic principles of computer programming as well as operating system batch files and scripts.
5. Current equipment and applications.
6. PC and Macintosh network setup, maintenance and repair.
7. Principles and practices utilized in providing support to the campus telephone system and associated equipment may be required for some positions.
8. Information sources to remain current in field.

Ability to:
1. Troubleshoot, configure, and maintain servers, computers, and communications equipment and cabling.
2. Instruct, communicate with, and assist non-technical users in software and basic system operations.
3. Document program modifications and technical fixes performed for users.
4. Plan for future hardware and software installations.
5. Understand and follow oral and written instructions.

6. Install and troubleshoot terminals, printers, modems, computers and network equipment.
7. Keep records and control inventory for equipment, supplies and budget.
8. Install, use, and configure computer server software.
9. Construct cables between computers and peripheral devices using various technical standards.
10. Communicate clearly and concisely, both orally and in writing.
11. Establish and maintain effective working relationships with those contacted in the course of work.
12. Work with and exhibit sensitivity to and understanding of the varied racial, ethnic, cultural, sexual orientation, academic, socio-economic, and disabled populations of community college students.

Minimum Education & Experience - *Any combination of the following would provide a typical way to obtain the required knowledge and abilities.*

Computer/Network Support Specialist I

Education/Training:

Equivalent to the completion of the twelfth grade supplemented by college level course work in computer science or a related field.

Experience:

Experience troubleshooting and maintaining computer and network hardware and software is desirable.

Computer/Network Support Specialist II

Education/Training:

Equivalent to the completion of the twelfth grade supplemented by college level course work in computer science or a related field.

Experience:

Two years of experience comparable to that of a Computer/Network Support Specialist I with Chabot-Las Positas Community College District.

License or Certificate:

Possession of, or ability to obtain, MCSA, MCP, or MCSE certification is desirable.

PHYSICAL DEMANDS AND WORKING ENVIRONMENT

The conditions herein are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential job functions.

Environment: Work is performed primarily in a standard office setting with some travel within campus.

Physical: Primary functions require sufficient physical ability and mobility to work in an office and classroom setting; to stand or sit for prolonged periods of time; to stoop, bend, kneel, crouch, reach, and twist; climb ladders and work on ladders for extended periods of time; to lift, carry, push, and/or pull light to moderate to heavy amounts of weight; to operate office equipment requiring repetitive

hand movement and fine coordination including use of a computer keyboard; and to verbally communicate to exchange information.

Adopted by Board of Trustees on October 20, 2015
Effective: October 21, 2015
Job Family: Management Information Services