

ASSISTANT COMPUTER AND NETWORK SUPPORT SPECIALIST

DEFINITION

Performs a variety of technical support duties of moderate difficulty, complexity and scope involving repair/replacement of computer parts and adjustment of computer equipment, basic troubleshooting of system processing failures, and assistance with a wide variety of software applications in a local area network environment at a college or the District Office.

TYPICAL DUTIES

- Analyzes computer equipment malfunctions and system processing failures of less complex nature and takes corrective action.
- Installs, replaces and relocates computer equipment and related peripheral devices, and makes appropriate connections and disconnections of cabling.
- Assists in setting up network and electronic mail accounts for users.
- Performs software installations and updates and/or upgrades of programs.
- Communicates with users on the telephone and/or on-site regarding computer equipment and systems malfunctions and software problems of moderate difficulty and provides diagnosis of problem(s).
- Assists with the writing of basic computer programs to support various administrative and instructional programs and activities.
- Assists with the writing of basic operating instructions and training materials and manuals for staff at a college or the District Office.
- Provides information and basic training to individual users on a wide variety of application software packages and computer equipment operation.
- Assists in the maintenance of voice and data network equipment.
- Assists in the research of purchasing options of computer software, equipment, and supplies.
- Maintains records of equipment malfunctions and software and hardware installations pertaining to assigned area.
- Assists with inventory control of computer and network equipment at a college or the District Office.
- May assist in the design, development, update, and maintenance of web sites.
- May maintain library materials for reference by users.
- Performs related duties as assigned.

DISTINGUISHING CHARACTERISTICS

An **Assistant Computer and Network Support Specialist** provides technical support functions of moderate difficulty, complexity and scope involving repair/replacement of computer parts and adjustment of computer equipment, basic troubleshooting of system processing failures, and assistance with a wide variety of software applications in a local area network environment at a college or the District Office.

DISTINGUISHING CHARACTERISTICS (Cont.)

A **Computer and Network Support Specialist** provides technical support in the maintenance and operation of local area networks and uses the full capabilities of a wide range of computer hardware and software to design and implement information processing, reporting, control and management systems for a major organizational unit at a college or the District Office.

A **Senior Computer and Network Support Specialist** designs, implements, and administers local area network(s) at a college or the District Office.

Employees in clerical, technical, professional, and administrative classifications may be required to use computers in the course of their employment. However, in-depth knowledge of computer hardware and software is not a paramount qualification for these classes.

SUPERVISION

Immediate supervision is received from a Senior Computer and Network Support Specialist or a classified manager. Work direction may be received from a Computer and Network Support Specialist. No supervision is exercised.

CLASS QUALIFICATIONS

Knowledge of:

- Capabilities, operation, and care of computers, printers, and network equipment
- Basic information processing procedures and methods
- New trends and developments in computer technology
- The operation and application of a wide variety of computer software such as data base management, communications, spreadsheets, word processing, and desk-top publishing
- Basic techniques used to troubleshoot equipment and software malfunctions
- Fundamentals of programming logic
- Operating systems environments
- Basic recordkeeping procedures
- Principles of training
- Spelling, punctuation, and English usage

Ability to:

- Analyze and diagnose problems related to computer user software and equipment, and take corrective action
- Write instructions in a manner that can be understood by computer users with different levels of computer literacy
- Train computer users in the use of a wide variety of computer software and equipment
- Understand and apply technical instructions, materials, and resource publications related to network problems
- Communicate clearly

Ability to: (Cont.)

Follow oral and written directions

Work effectively and cooperatively with others

Learn new types of computer equipment and software applications commonly used with computer systems

Learn programming languages used in web page design and development

ENTRANCE QUALIFICATIONS

Education and Experience:

- A. An Associate in Science degree or its equivalent from a recognized college or university in computer science, computer information systems, computer engineering or a closely related field which included coursework in computer systems and application software, programming logic and problem solving, computer operations and operating systems or related subjects.

OR

- B. Graduation from high school or its equivalent **AND** two years of recent, paid, full-time technical computer experience in a local area network environment.

College level coursework in business administration, educational administration, public administration, English, mathematics, statistics or related fields is desirable.