

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 for a college-wide local area network or the District Office.

TYPICAL DUTIES

- Diagnoses routine computer equipment malfunctions and system processing failures, troubleshoots, and provides users with problem resolution.
- 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 routine computer equipment and systems malfunctions and software problems and provides diagnosis and resolution 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, 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.
- Maintains a current knowledge of computer hardware and software updates by attending and participating in seminars, conferences, workshops, and other training sessions.
- 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 for a college-wide local area network or the District Office.

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 maintenance requirements 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
- Principles of business English, punctuation, spelling, and grammatical usage

CLASS QUALIFICATIONS (Cont.)

Ability to:

- Analyze and diagnose problems related to computer software and equipment and resolve routine computer hardware and software problems
- Understand and apply technical instructions, materials, and resource publications related to network problems
- Train computer users in the use of a wide variety of computer software and equipment
- Write instructions in a manner that can be understood by computer users with different levels of computer literacy
- Give clear and concise instructions
- Communicate clearly
- Follow oral and written directions
- Work effectively and cooperatively with others
- Learn the characteristics of new computer systems, software, and hardware and update technical skills to adapt to changing technology
- Learn programming languages used in web page design and development

ENTRANCE QUALIFICATIONS

Education and Experience:

- A. An associate's 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 computer science, computer information systems, computer engineering, or a closely related field is desirable.