**ELECTRONIC AND COMPUTER TECHNICIAN II**

## CLASS SUMMARY

Under general supervision – primary responsibility for network administration in a small environment or shared in a medium to large networking environment.  Provides resolution for server, computer hardware and software, telephone system and peripheral problems, requiring knowledge in all areas.

## REPRESENTATIVE DUTIES

Create user accounts and logins, change passwords, set up directories, group policies, permissions and security access; repairs, updates, maintains and secures domain servers; troubleshoots server performance, performs backup of client server applications; implements and enforces security solutions; installs and configures operating systems and software requirements for classrooms, labs and faculty.  Installs, evaluates, researches, upgrades and supports client server applications.  Installs, maintains, and repairs networked group or stand alone printers; provides guidance to users of standard and specialized desktop applications; configures new computers following district standards and physically locks computers to their locations; upgrades software, and may install images, microcomputers, peripherals, and communications equipment, telephone system and cabling.  Advises user on standard desktop application; collaborates with infrastructure network specialist regarding updates or patches for standard district software; may install specialized software and collaborate with vendors on department specific equipment requiring configuration, maintenance and upgrades; may install, maintain and troubleshoot telephone systems, scanners, multipurpose machines, media equipment, digital camera software, etc.; contacts vendors to return computer parts under warranty; diagnoses equipment problems and recommends an action on repair work; maintains inventory of terminals and related equipment; maintains maintenance records on repairs of computers, printers, and communication equipment; operates electronic test equipment; cleans, inspects, adjusts and maintains equipment.

## ORGANIZATIONAL RELATIONSHIPS

This position reports to the designated supervisor.  This position works with college administrative personnel, faculty, and other Information Technologies Services staff in diagnosing problems and installations.

## DESIRABLE QUALIFICATIONS GUIDE

**Training and Experience**

Any combination of training and experience equivalent to an Associate's degree in Electronic Technology and two years experience in a networking environment.  Experience may be substituted for the education on a year-for-year basis.

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Knowledge of: Local area networks (LANs) and wide area networks (WANs); operations of file servers, microcomputers, bridge and gateway communications hardware and software; principals of planning, scheduling, and control of communication networks; network theory and principals of operation; installation, operation, maintenance and repair of microcomputers, peripheral devices, communications equipment;  computer and communications terminology and microcomputer disk operating systems.

Ability to:  Stay apprised of current software in communication systems; diagnose problems and direct corrective action; work cooperatively with others; follow oral and written directions; follow safety practices in electrical and electronics work and in the use of tools and equipment.

Physical Requirements: Ability to lift 50 pounds.