Technical Specialist II

Class Summary

Under general supervision – primary responsibility for the system administration in an instructional networking environment; anticipates future technology needs, identifies areas for improved efficiency; performs new installations and modifications to existing systems; provide with problem resolution and computer repair; performs related duties as required.

Representative Duties

Installs, secures, repairs, updates, and maintains computers, printers, and peripherals; configures and validates cloning systems (i.e. imaging); identifies and resolves hardware and software problems on network; performs administrative activities developing instructional systems to improve efficiency; identifies and escalates network issues, collaborates with infrastructure network specialist regarding updates or patches for standard district software; provides guidance to the users in the use of standard or specialized desktop applications; communicates with staff and faculty regarding software and hardware needs; sets up, configures, administers, monitors, maintains, tests, and troubleshoots servers; maintains liaison with vendors.

Organizational Relationships

This positions reports to the designated supervisor.

Desirable Qualifications

Training and Experience
Any combination of training and experience equivalent to a Bachelor's degree in a technology field and two years experience in a networking environment. Experience may be substituted for education.

Knowledge and Abilities
Knowledge of: Computer and networking terminology; Local area networks (LANs) and wide area networks (WANs); operations on servers, computers, networking, hardware and software.

Ability to: Stay apprised of current operating systems and software; diagnose problems and perform corrective action; establish and maintain effective relationship with others; interpret software and hardware documentation and technical manuals; prepare clear and concise reports; 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.

Working Conditions: This position requires prolonged video display terminal viewing.