

Technical Specialist I

Class Summary

Under general supervision – primary responsibility for computer hardware and software and peripheral problems in an instructional networking environment or shared administration responsibility, requiring seasoned knowledge in all areas; majority of time is technical support and administration is a secondary focus; performs related duties as required.

Representative Duties

Installs, secures, repairs, updates, and maintains computers, printers, and peripherals; troubleshoots problems that can occur from the computer/printer up to the network gear; diagnoses equipment problems and recommends an action on repair work; contact vendors to return equipment parts under warranty; provides guidance to the users in the use of standard or specialized desktop applications; communicates with staff and faculty regarding software and hardware needs; assists, tests, and deploys master images of computers; installs, configures and upgrades operating systems and software requirements for classrooms, labs, faculty, and staff to ensure compatibility; may install specialized software and hardware and collaborate with vendors on department specific equipment requiring configuration, maintenance and upgrade.

Organizational Relationships

This position reports to the designated supervisor.

Desirable Qualifications

Training and Experience

Any combination of training, education and experience equivalent to an Associate's degree and two years experience in the maintenance, repair and deployment of hardware and software. Relevant experience may be substituted for the education on a year for year basis.

Knowledge and Abilities

Knowledge of: Computer and networking terminology; Local area networks (LANs) and wide area networks (WANs); network theory and principals of operating systems; installation, maintenance and repair of computers and peripheral devices.

Ability to: Stay apprised of current operating systems and software; diagnose problems and perform 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.

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