IT TECHNICIAN
JOB #SCC912
$4,175 - $5,066 per month

This is a classified position subject to a one-year probationary period.

DATE POSTED: November 3, 2014
CLOSING DATE: November 21, 2014
POSITION LOCATION: School of Continuing Education - Instructional Technology Services
SCHEDULED SHIFT: 8:00 a.m. to 5:00 p.m., Monday through Friday
STARTING DATE: As soon as possible

TYPICAL DUTIES
This position is responsible for installing and maintaining computer hardware and software; maintaining and installing local area network systems; and providing technical assistance and guidance to end users. Install, configure, test, and maintain hardware and software including personal computers, modems, printers and other computer-related devices, and new and upgraded software. Troubleshoot and resolve technical problems providing technical maintenance and repair support to end users. Direct more complex problems to higher level technical personnel and/or arrange for equipment service for major repairs. Maintain network systems and servers; install and configure network software and interfaces at workstation level; maintain network security; configure Internet browser and e-mail software; and assign and maintain e-mail accounts and web pages for District departments and personnel. Run and monitor the daily production schedule and operate Enterprise Server Systems. Process work requests and prioritize tasks maintaining records of completed tasks. Provide recommendations on the purchase of hardware, software and peripherals and maintain contact with technology vendors. Assure compliance with technical standards and software copyright laws; assure adherence to safety codes and regulations applicable to working with high voltage. Assist in preparing and maintaining a variety of records, logs and reports concerning work procedures, materials, parts, inventory and the repair and maintenance of equipment and software. Assist in training and providing work direction to hourly personnel in the operation, maintenance and routine repair of computer hardware, software and peripherals. Learn and apply emerging technologies and advances as necessary to perform duties in an efficient, organized, and timely manner. Perform related duties as assigned.

QUALIFICATIONS
Education and Experience: Two (2) years of college coursework in Computer Electronics, Computer Sciences or a related field AND minimum of two (2) years experience installing and maintaining hardware and software in a network environment.

Ability to: Analyze situations accurately and adopt a certain course of action; plan, organize and prioritize work; meet schedules and time lines; communicate effectively, both orally and in writing; understand and follow oral and written directions; establish and maintain effective working relationships with others.

Knowledge of: Current computer hardware, software and related peripherals; various computer software applications; web page creation, publication and maintenance; principles and practices of electronics as related to computer hardware and peripherals; electronic theory and circuit analysis skills; the principles, practices and techniques of training and providing technical instructions; the correct English usage, grammar, spelling, punctuation and vocabulary.

WORKING RELATIONSHIPS
The IT Technician maintains frequent contact with various District departments and personnel, vendors and outside
DESIRABLE QUALIFICATIONS
Experience with Windows 7, Windows 8, and Active Directory.

WORKING CONDITIONS
College or District information systems office environment; subject to lifting heavy boxes and equipment (up to 80lbs. unassisted); subject to repetitive bending, stooping and use of upper extremities; subject to exposure to electrical hazards.

APPLICATION PROCEDURE

Applicants MUST submit the following items:
1) District Classified Application. (All sections must be completed.)
   - Applicants must answer all questions in the “General Information” section of the application on page 3 and must sign the application on page 4. All mandatory supplemental forms must be completed and returned with the application. Failure to complete these forms will result in exclusion from the applicant pool.
2) Official/unofficial transcripts.
   - Must be submitted with application. Applications submitted without official/unofficial transcripts attached will be deemed incomplete and will not be considered.

Note: The incumbent will be required to submit official college transcripts at the time of hire.

Applications may be downloaded at www.nocccd.edu, or requested from the Human Resources office by e-mailing hr@nocccd.edu or calling (714) 808-4810. Reference Job #SCC912, IT Technician, in all correspondence. You may include cover letters, resumes, letters of reference, etc., as attachments to your completed application. The District will not return or make photocopies of application materials. It is the applicant’s responsibility to make photocopies for personal records and ensure that the application packet is complete when submitted. Applicants must submit a new application packet for each position. Application packets previously submitted will not be pulled for resubmission.

THE DISTRICT DOES NOT ACCEPT APPLICATIONS OR ATTACHMENTS BY E-MAIL OR FAX.

Mail or deliver your application packet in person to:

North Orange County Community College District
Human Resources, 9th Floor
1830 West Romneya Drive
Anaheim, CA 92801-1819

APPLICATION DEADLINE

Completed applications must be received in the Human Resources office on or before November 21, 2014, 5:00 p.m. (Postmarks will not be honored.) Application materials received after the deadline date will not be considered. The Hiring Committee will review the applications and select a limited number of candidates for an interview. This process may take several weeks after the closing deadline. At the time of the interview, a written exercise related to the position may be required. Subsequent to the interviews, the Hiring Committee will determine those candidates for final consideration. A second interview may be required of candidates selected as finalists.

Possession of the minimum qualifications does not ensure an interview. Reasonable accommodations for applicants with disabilities may be requested by calling (714) 808-4821 at least three (3) business days in advance of the scheduled examination/interview date. Initial salary placement will be determined by the Office of Human Resources in accordance with Board Policy and is not negotiable.

All employees driving personal, leased, or district-owned vehicles for District related activities must certify possession of a valid California Driver’s License. Employees must certify that personal vehicles are covered by automobile insurance as required by California law. (Board Policy 6010, Section 4.0). In some locations, may require licenses or certifications. The applicant selected for the position will be required to provide identification and employment eligibility as outlined in the Immigration Reform and Control Act. NOCCCD will not sponsor any visa applications.

THE NORTH ORANGE COUNTY COMMUNITY COLLEGE DISTRICT IS AN EQUAL OPPORTUNITY EMPLOYER.