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NORTH ORANGE COUNTY COMMUNITY COLLEGE DISTRICT
                    JOB DESCRIPTION
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| Job Title: | IT Technician I | Range: | 41 |
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| Date Revised: | | Date Approved: | April 8, 2003 |

**PRIMARY PURPOSE**

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.

**ESSENTIAL FUNCTIONS**
*Examples of essential functions are interpreted as being descriptive and not restrictive in nature.*

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| 1. | Installs, configures, tests, and maintains hardware and software including personal computers, modems, printers and other computer-related devices, and new and upgraded software. |
| 2. | Troubleshoots and resolves technical problems providing technical maintenance and repair support to end users. Directs more complex problems to higher level technical personnel and/or arranges for equipment service for major repairs. |
| 3. | Maintains network systems and servers; installs and configures network software and interfaces at workstation level; maintains network security; configures Internet browser and e-mail software; and assigns and maintains e-mail accounts and web pages for District departments and personnel. |
| 4. | Runs and monitors the daily production schedule and operates Enterprise Server Systems. |
| 5. | Processes work requests and prioritizes tasks maintaining records of completed tasks. |
| 6. | Provides recommendations on the purchase of hardware, software and peripherals and maintains contact with technology vendors. |
| 7. | Assures compliance with technical standards and software copyright laws; assures adherence to safety codes and regulations applicable to working with high voltage. |
| 8. | Assists 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. |
| 9. | Assists in training and providing work direction to hourly personnel in the operation, maintenance and routine repair of computer hardware, software and peripherals. |
| 10. | Learns and applies emerging technologies and advances as necessary to perform duties in an efficient, organized, and timely manner. |
| 11. | Participate in District/College efforts to increase the diversity of faculty and staff and to address student achievement gaps; active assistance in the creation of a welcoming and inclusive work and educational environment; attend and participate in diversity, equity and inclusion trainings and events. |
| 12. | Performs related duties as assigned. |

## OTHER FUNCTIONS

## WORKING RELATIONSHIPS

The IT Technician I maintains frequent contact with various District departments and personnel, vendors and outside contractors.

## EDUCATION AND EXPERIENCE

Minimum Qualifications

Two (2) years of college coursework in Computer Electronics, Computer Sciences or a related field
Minimum of two (2) years experience installing and maintaining hardware and software in a network environment
Commitment to diversity. All applicants must have demonstrated sensitivity to and understanding of the diverse academic, socioeconomic, cultural, disability, gender, gender identity, sexual orientation, and ethnic backgrounds of community college students, faculty and staff. The applicant must be able to demonstrate how their experience with these factors relates to successfully achieving the goals of the position.

Desirable Qualifications

Prior experience in approaching work and interactions with colleagues and/or students in an equity minded manner. Ability to provide an inclusive and welcoming work/educational environment.

## KNOWLEDGE, SKILLS, AND ABILITIES

Knowledge of current computer hardware, software and related peripherals
Knowledge of various computer software applications
Knowledge of web page creation, publication and maintenance
Knowledge of principles and practices of electronics as related to computer hardware and peripherals
Knowledge of electronic theory and circuit analysis skills
Knowledge of the principles, practices and techniques of training and providing technical instructions
Knowledge of the correct English usage, grammar, spelling, punctuation and vocabulary
Ability to analyze situations accurately and adopt a certain course of action
Ability to plan, organize and prioritize work
Ability to meet schedules and time lines
Ability to communicate effectively, both orally and in writing
Ability to understand and follow oral and written directions
Ability to establish and maintain effective working relationships with others

## SPECIAL REQUIREMENTS
None

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