

ASSISTANT COMPUTER AND NETWORK SUPPORT SPECIALIST

DEFINITION

Performs a variety of technical support duties of moderate difficulty, complexity, and scope involving repair/replacement of computer parts and adjustment of computer equipment, basic troubleshooting of system processing failures, and assistance with a wide variety of software applications for a college-wide local area network or the District Office.

TYPICAL DUTIES

- Diagnoses routine computer equipment malfunctions and system processing failures, troubleshoots, and provides users with problem resolution.
- Installs, replaces, and relocates computer equipment and related peripheral devices, and makes appropriate connections and disconnections of cabling.
- Assists in setting up network and electronic mail accounts for users.
- Performs software installations and updates and/or upgrades of programs.
- Communicates with users on the telephone and/or on-site regarding routine computer equipment and systems malfunctions and software problems and provides diagnosis and resolution of problem(s).
- Assists with the writing of basic computer programs to support various administrative and instructional programs and activities.
- Assists with the writing of basic operating instructions, training materials, and manuals for staff at a college or the District Office.
- Provides information and basic training to individual users on a wide variety of application software packages and computer equipment operation.
- Assists in the maintenance of voice and data network equipment.
- Assists in the research of purchasing options of computer software, equipment, and supplies.
- Maintains records of equipment malfunctions and software and hardware installations pertaining to assigned area.
- Maintains a current knowledge of computer hardware and software updates by attending and participating in seminars, conferences, workshops, and other training sessions.
- Assists with inventory control of computer and network equipment at a college or the District Office.
- Receives on-the-job training from higher-level technical staff in higher-level and specialized tasks related to the maintenance and operation of networks.
- May assist in the design, development, update, and maintenance of web sites.
- May maintain library materials for reference by users.
- Performs related duties as assigned.

DISTINGUISHING CHARACTERISTICS

An **Assistant Computer and Network Support Specialist** provides technical support functions of moderate difficulty, complexity, and scope involving repair/replacement of computer parts and adjustment of computer equipment, basic troubleshooting of system processing failures, and assistance with a wide variety of software applications for a college-wide local area network or the District Office. Training assignments are selected to enhance the employee's skills and professional development in preparation for promotion to higher-level related technical positions.

A **Computer and Network Support Specialist** provides technical support in the maintenance and operation of local area networks and uses the full capabilities of a wide range of computer hardware and software to design and implement information processing, reporting, control and management systems for a major organizational unit at a college or the District Office.

A **Senior Computer and Network Support Specialist** designs, implements, and administers local area network(s) at a college or the District Office.

Employees in clerical, technical, professional, and administrative classifications may be required to use computers in the course of their employment. However, in-depth knowledge of computer hardware and software is not a paramount qualification for these classes.

SUPERVISION

Immediate supervision is received from a Senior Computer and Network Support Specialist or a classified manager. Work direction may be received from higher-level technical staff. No supervision is exercised.

CLASS QUALIFICATIONS

Knowledge of:

- Capabilities, operation, and maintenance requirements of computers, printers, and network equipment
- Basic information processing procedures and methods
- New trends and developments in computer technology
- The operation and application of a wide variety of computer software such as data base management, communications, spreadsheets, word processing, and desk-top publishing
- Basic techniques used to troubleshoot equipment and software malfunctions
- Fundamentals of programming logic
- Operating systems environments
- Basic recordkeeping procedures
- Principles of training
- Principles of business English, punctuation, spelling, and grammatical usage

CLASS QUALIFICATIONS (Cont.)

Ability to:

- Analyze and diagnose problems related to computer software and equipment and resolve routine computer hardware and software problems
- Understand and apply technical instructions, materials, and resource publications related to network problems
- Train computer users in the use of a wide variety of computer software and equipment
- Write instructions in a manner that can be understood by computer users with different levels of computer literacy
- Give clear and concise instructions
- Communicate clearly
- Follow oral and written directions
- Work effectively and cooperatively with others
- Learn principles of network maintenance and operation
- Learn the characteristics of new computer systems, software, and hardware and update technical skills to adapt to changing technology
- Learn programming languages used in web page design and development

ENTRANCE QUALIFICATIONS

Education and Experience:

- A. An associate's degree or its equivalent from a recognized college or university in computer science, computer information systems, computer engineering or a closely related field which included coursework in computer systems and application software, programming logic and problem solving, computer operations, and operating systems or related subjects.

OR

- B. Graduation from high school or its equivalent **AND** two years of recent, paid full-time technical computer experience in a local area network environment.

College level coursework in computer science, computer information systems, computer engineering, or a closely related field is desirable.

Reasonable Accommodation

Our class specification generally describes the duties, responsibilities, and requirements characteristic of the position(s) within this job class. The duties, responsibilities, and requirements of a particular position within this class may vary from the duties of other positions within the class. In accordance with the Americans with Disabilities Act (ADA), the Los Angeles Community College District provides reasonable accommodation to qualified individuals with covered disabilities on a case-by-case basis throughout the application, examination, and hiring processes and throughout employment. If an individual is in doubt about his or her ability to perform the duties and responsibilities of a position or possession of any other requirement noted in a class specification or job announcement, he or she should always apply for a position and request reasonable accommodation at the appropriate time.