

CLASS SPECIFICATION
CBIS Department Instructional Support Network Specialist

FLSA Status: Non-Exempt
EEOC Job Category: Professionals
Union Representation: Represented

GENERAL PURPOSE

Under general supervision, coordinates the daily operation and use of CBIS department computer laboratories for classroom and individual lab use by faculty, staff and students; researches new and emerging technologies and works with faculty to integrate new systems and applications for instructional use; oversees and works with department faculty, staff and students to ensure installation, training on, and troubleshooting of computer lab hardware, operating system and application software, peripherals, devices, servers and network connectivity; and performs related duties as assigned.

DISTINGUISHING CHARACTERISTICS

Instructional Lab Support Specialist is responsible for researching and integrating new technologies to support CBIS educational objectives in its instructional labs. The incumbent ensures the proper functioning and equipment of CBIS department computer laboratories by installing new software and operating systems to meet instructional course requirements, troubleshooting and resolving computer and network problems and resolving hardware and software incompatibilities. Duties and responsibilities are carried out with considerable independence within the framework of established policies, procedures and guidelines.

Instructional Lab Support Specialist is distinguished from Instructional Lab Support Technicians in that an incumbent in the former class specializes in researching, integrating and operationalizing new and emerging technologies, including performing complex troubleshooting duties, for CBIS department computer labs and providing support to faculty and students to meet instructional needs.

ESSENTIAL DUTIES AND RESPONSIBILITIES

The duties listed below are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to this class:

1. Coordinates the daily operation and use of computer laboratories for classroom and individual lab use; receives software requests from instructors and works with instructors and lower-level staff to integrate new software and operating systems into existing department systems; researches potential problems of installing new software on the existing software environment; tests software and operating system configuration and deployment to ensure proper performance; resolves hardware and software incompatibilities, researches non-standard deployment and distribution and recommends alternative software or operating systems to meet instructor needs; assists faculty in maintaining open-entry labs; collects and reports lab use data.

2. Researches, analyzes and evaluates new and emerging systems and applications, identifies integration problems and issues and develops plans for design, deployment and upgrade of software and hardware to meet CBIS instructional needs; trains faculty and other lab staff on new technologies being introduced.
3. Coordinates, maintains and distributes services available to faculty and students through alliances with technology providers; establishes and maintains liaison with alliance providers; oversees enrollment of students in the program and provides technical and problem solving support for enrollees.
4. Ensures proper functioning and equipment of CBIS department computer laboratories; oversees and participates in monitoring, troubleshooting and resolving computer and network problems; maintains servers; oversees and participates in analysis, specification, testing and documentation of system enhancements and software installations; provides assistance to faculty and users in diagnosing and resolving computer lab hardware, software, network and server problems.
5. Researches, designs, coordinates and maintains new and on-going network operating platforms, systems and configurations to meet course instructional requirements, ensuring they meet interoperating and efficiency requirements.
6. Provides information and technical support to faculty, staff and students on computer lab and network activities and operations; provides liaison to students, instructors and lower-level staff to ensure laboratories are properly configured in order to properly support courses of instruction and independent lab assignments; organizes and participates in District-provided training programs on computer lab hardware, software and network operations.
7. Prepares a variety of reports, documentation, records, specifications and other materials related to computer lab hardware and software usage.

OTHER DUTIES

1. Attends a variety of meetings, training sessions, seminars and conferences.
2. Maintains current knowledge of state-of-the-art data processing equipment, systems and technology, PC computing, networking and telecommunications.
3. Assists department management and faculty in long-range computer lab and technology planning.

QUALIFICATIONS

Knowledge of:

1. Principles and practices for the operation and maintenance of instructional computer laboratories.
2. Architecture, characteristics, commands and components applicable to various operating systems running on instructional technology computer platforms.
3. Advanced methods, principles, practices and techniques for troubleshooting and determining the causes of system, computer and PC hardware problems and device errors and failures.

4. Principles, practices and methods of hardware and software installation, operation and maintenance for desktop and portable computers.
5. Basic principles, practices and methods of network administration and maintenance.
6. Standard business support software, including word processing, spreadsheet, presentation, graphics and database programs.
7. Federal, state and local laws, codes and regulations pertaining to the use of computer hardware and software.
8. Principles and practices of sound business communication.

Ability to:

1. Plan, organize and complete tasks efficiently and in accordance with District quality standards.
2. Analyze new and emerging systems and applications, identify interoperating conflicts and integration problems and develop problem resolutions.
3. Configure, maintain, manage and tune the operations of complex operating and network systems to achieve optimal technical performance and user support.
4. Obtain accurate and complete information from faculty and instructors to identify their instructional technology needs and identify applicable systems and technology.
5. Troubleshoot complex system, hardware, software and network connectivity problems and incompatibilities and make or recommend modifications.
6. Install and configure PCs, software, operating systems, peripheral equipment, devices and other technology tools.
7. Analyze complex problems, evaluate alternatives and make sound recommendations.
8. Prepare clear, concise and accurate program documentation, reports of work performed, and other written materials.
9. Make sound, independent judgments within established guidelines.
10. Communicate clearly and effectively, both orally and in writing.
11. Establish and maintain effective working relationships with District administrators, faculty, staff, students, vendors and others encountered in the course of work.

Education, Training and Experience:

A typical way of obtaining the knowledge, skills and abilities outlined above is graduation from a two-year college with coursework in information technology, computer science or a closely related field; and at least five years of progressively responsible experience in IT computer hardware, software and network support; or an equivalent combination of training and experience.

Licenses; Certificates; Special Requirements:

A valid California driver's license and the ability to maintain insurability under the District's vehicle insurance policy.

PHYSICAL AND MENTAL DEMANDS

The physical and mental demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this class. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Physical Demands

While performing the duties of this job, the employee is regularly required to sit; talk or hear, both in person and by telephone; use hands to finger, handle and feel computers and standard business equipment; and reach with hands and arms. The employee is frequently required to stand and walk.

Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception and the ability to adjust focus.

Mental Demands

While performing the duties of this class, the incumbent is regularly required to use written and oral communication skills; read and interpret complex data, information and documents; analyze and solve complex problems; use math/mathematical reasoning; perform highly detailed work under changing, intensive deadlines, on multiple concurrent tasks; work with constant interruptions, and interact with District administrators, faculty, staff, students, vendors and others encountered in the course of work.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this class. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

An employee typically performs their work in computer laboratories where the noise level is normally quiet. Some repair assignments are performed in close spaces and expose the employee to airborne dust and particles and the risk of electrical shock.