SANTA BARBARA COMMUNITY COLLEGE DISTRICT

CLASSIFICATION: **CLASSIFIED**   CLASS TITLE: **ACADEMIC TECHNOLOGY SUPPORT SPECIALIST**

SALARY TABLE: **29**   SALARY RANGE: **36**

BASIC FUNCTION:
Under the direction of an assigned supervisor, lead and participate in providing technical support to the full range of student computer lab technology, hardware and software. Provide technical support and training to users and assigned personnel. Oversee and participate in a variety of technical duties and projects, support various systems, websites and student computer labs as assigned.

REPRESENTATIVE DUTIES:

ESSENTIAL DUTIES:
Lead and participate in a variety of technical duties and projects involved in the operation, configuration, upgrading, maintenance, troubleshooting, diagnosis and repair of computer hardware, software, peripherals and network systems associated with student computer labs and related systems to assure smooth and efficient operations of assigned computer labs.

Develop, implement and coordinate lab activities, schedules, training functions and procedures; oversee and participate in providing technical training and support to users regarding the full range of technology hardware and software utilized in student computer labs; respond to inquiries and provide detailed and technical information concerning related practices, requirements, guidelines and procedures.

Oversee technical training and provide work direction and guidance to assigned hourly personnel and student workers; review work to assure accuracy, completeness and compliance with established standards and requirements; coordinate, schedule, and maintain records of hourly workers; participate in a variety of recruitment activities as directed.

Provide support services and routine maintenance for peripheral lab equipment within assigned areas; troubleshoot, analyze, and resolve technical problems related to peripheral equipment.

Coordinate inventory functions to assure adequate computer hardware, software and materials to meet computer lab needs; research, order, receive and maintain inventory of related supplies and equipment; oversee and participate in regular and periodic inventories. Monitor budgets for student computer lab supplies and equipment; assure laboratory expenditures do not exceed established limitations.

Serve as an informational resource to users concerning instructional technology, services

and related operations and applications; respond to inquiries and provide technical information concerning related standards, requirements, practices and procedures.
Oversee and participate in providing technical assistance to users concerning access to SBCC applications and systems; coordinate technical implementations and related projects; provide general troubleshooting and provide solutions for assigned support requests.

Design, develop, maintain and update a variety of websites; design and assure functionality of links, online forms, surveys and scripts; create and modify graphics for website use.

Develop and implement student computer lab usage and maintenance schedules and preventive maintenance activities as directed; receive and respond to maintenance and repair requests in a timely manner.

Oversee and participate in maintaining various reports, records and logs related to hardware, software, and related malfunctions, inventory, purchases, technical support and assigned activities. Lead and participate in the compiling, developing, updating and maintaining procedural manuals as required.

Communicate with College personnel, faculty, students and various outside agencies to exchange information and resolve issues or concerns.

Operate a variety of computer equipment and software; work in collaboration with other Academic Technology Support Specialists in troubleshooting and repair of computer and related equipment as assigned.

OTHER DUTIES:
Perform related duties as assigned.

KNOWLEDGE AND ABILITIES:

KNOWLEDGE OF:
Practices, procedures and techniques involved in the operation, configuration, development, modification, maintenance and repair of computer hardware, software, peripherals and network systems.
Methods servicing and maintaining computers, networks and peripheral equipment.
Computer operating systems and software applications utilized by the College.
Materials, methods and tools used in the operation, installation and repair of computer and network systems.
Applicable types of cabling systems, servers and network design.
Requirements of maintaining a computer lab in a safe, clean and orderly condition.
Software, HTML and other programming languages used in web page development.
Website utilities and applications used by the College.
Basic inventory practices and procedures.
Oral and written communication skills.
Interpersonal skills using tact, patience and courtesy.
Record-keeping techniques.

ABILITY TO:

Lead and participate in a variety of technical duties involved in the operation, configuration, upgrading, maintenance, troubleshooting, diagnosis and repair of computer hardware, software, peripherals, network systems and on-line systems.

Lead, training and provide work direction and guidance to assigned personnel.

Install and assure proper operation of new software applications and hardware.

Provide technical training and assistance to faculty, staff and students concerning the operation of computer lab hardware, software and peripherals.

Provide support to students, staff, and faculty concerning computer operations, software applications and related malfunctions.

Coordinate activities, schedules, communications and information between staff, faculty, students and others.

Serve as an informational resource and provide technical assistance to users concerning computer lab, services and related applications, operations and procedures.

Design, develop, maintain and update a variety of website content related to on-line student services.

Design and assure functionality of links, online forms, surveys and scripts.

Operate computers and peripheral equipment properly and efficiently.

Meet schedules and time lines.

Maintain various records related to work performed.

Maintain current knowledge of technological advances in the field.

Work independently with little direction.

Communicate effectively both orally and in writing.

Establish and maintain cooperative and effective working relationships with others.

EDUCATION AND PAID EXPERIENCE:

Any combination equivalent to: bachelor's degree in a technology related field and four years increasingly responsible experience involving the installation, maintenance and repair of computer hardware, software, peripherals and network systems.

LICENSES AND OTHER REQUIREMENTS:

Valid California driver's license.

WORKING CONDITIONS OF EMPLOYMENT:

The work environment and physical demands described here are representative of those required by an employee to perform the essential functions of this job successfully. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

ENVIRONMENT:

Indoor, computer laboratory environment.

Frequent interruptions.

Driving a vehicle to conduct work.

PHYSICAL DEMANDS:

Regular operation of a computer keyboard, calculator, and other normal laboratory and office equipment.

Reading a variety of complex materials.

Seeing to view a computer monitor.

Ability to remain in a stationary position (sitting or standing) for extended periods of time.

Personal mobility to reach designated campus locations.

Communicating and expressing oneself clearly on a variety of topics in conversation with, and presentations to, staff, students, and members of the community.

Hearing and speaking to exchange information in person or on the telephone.

Bending at the waist, kneeling or crouching.

Reaching overhead, above the shoulders and horizontally.

Lifting, carrying, pushing or pulling moderately heavy objects (i.e. heavy computer equipment).

Sensitivity to and understanding of the diverse academic, socio-economic, cultural, disability, and ethnic backgrounds of Community College Students.