RIVERSIDE COMMUNITY COLLEGE DISTRICT
CLASSIFIED POSITION DESCRIPTION

JOB TITLE: Microcomputer Support Specialist

BASIC FUNCTION: Under the supervision of the area Supervisor/Manager, the Microcomputer Support Specialist provides technical support for microcomputer software and hardware and is responsible for supporting the needs of both administrative and academic district users.

PROVIDES WORK OR LEAD DIRECTION TO: Not applicable.

REPRESENTATIVE DUTIES:

1. Serves as a resource for district computer users and advisory groups regarding installation, configuration, maintenance, troubleshooting, and inventory of computer hardware and software.
2. Researches, analyzes, and provides recommendations for computer hardware and software modifications, enhancements, and purchases.
3. Provides basic training to users of computer equipment and software.
4. Participates in district provided training on computer technology and applications.
5. Negotiates with vendors on the terms, conditions and prices for hardware, software and services and obtains quotes for these items.
6. Coordinates with vendors on the implementation, maintenance and troubleshooting of specialized hardware, software and services.
7. Serves as project organizer for the implementation and configuration of projects involving computerized labs and classrooms.
8. Participates in the planning and implementation of new services and procedures for computer systems.
9. Builds and maintains specific servers that are used by the Microcomputer Support staff only, to manage computers.
10. Assists in the protection and confidentiality of data residing on computers.
11. May diagnose and resolve network and telecommunications problems; troubleshoot workstation connections, and isolate software from hardware problems.
12. May test and monitor software, hardware, and peripheral equipment to evaluate use, effectiveness and adequacy.
13. Participates in District-provided in-service training programs.
14. Maintains a friendly, supportive atmosphere for students, staff, faculty, and the public.
15. Performs other duties, related to the position, as assigned.

EDUCATION: Any combination of education and experience equivalent to an associate degree. Bachelor degree in a related field.

EXPERIENCE: at least two years of professional experience using and maintaining microcomputer software and hardware are required. Desirable experience includes: at least one year's experience supporting PC equipment attached to a local area network (LAN); experience with 2D and 3D applications and installations on a PC Platform (Autodesk, Adobe, Etc.); support for technical problems associated with graphics cards, software, memory and processor problems; knowledge of 2D/3D software applications.

LICENSES/CERTIFICATIONS: Computer Systems Management and Network Services (preferred).

KNOWLEDGE OF: evaluation, selection, installation, testing, and maintenance of microcomputer hardware and software; superior verbal and written communication skills.

ABILITY TO: Establish and maintain effective relationships with staff, students, and others. Troubleshoot system problems with drivers, memory and processors.

OTHER: Candidate must demonstrate clear evidence of sensitivity to and understanding of the diverse academic, socioeconomic, cultural, disability and ethnic backgrounds of community college students, staff and the community.

CONTACTS: Co-workers, other departmental staff, faculty, vendors, and students.
WORKING CONDITIONS: Normal office environment.

The Riverside Community College District is an equal opportunity employer and recognizes the need to provide reasonable accommodations to employees with disabilities. For more information, contact (951)222-8039.

07-01-2011