RIVERSIDE COMMUNITY COLLEGE DISTRICT
CLASSIFIED POSITION

JOB TITLE: Microcomputer Support Technician

BASIC FUNCTION: Under the direction of the area Administrative Manager, provides technical support for all aspects of microcomputer equipment maintenance and repair; assists the Dean in new technology projects and upgrades (i.e. Digital Library; MLKTLC); and, responsible for technical troubleshooting of computer workstation hardware.

PROVIDES WORK OR LEAD DIRECTION TO: Not applicable – no permanent full-time staff to supervise.

REPRESENTATIVE DUTIES:

1.   Collaborates with external information technology consultants, contractors, engineers as directed by the dean, in planning, design, and implementation phases of new technology projects and upgrades.
2.   Ensures that implementation of special projects are delivered per contractor design   specifications in all areas of information technology such as structured cabling, data network infrastructure, server configurations, network printers and PC rollouts.
3.   Assists the department Dean in all phases of IT equipment procurement and accounting processes.
4.   Manages delivery and security of all related IT equipment and ensures that new IT equipment purchases are accounted for and translated to RCCD assets, via inventory control.
5.   Manages the administrative duties for new software application procurement, including evaluation, purchasing, licensing and maintenance agreements for new projects and/or digital library.
6.   Assists, in conjunction with other digital library IT staff, in providing microcomputer technical support at the library help desk and throughout the digital library.
7.   Assists digital library faculty/staff in technology related procedural workflow and related documentation.
8.   Participates in District-provided in-service training programs.
9.   Maintains a friendly, supportive atmosphere for students, staff, faculty, and the public.
10.   Performs other duties, related to the position, as assigned.

EDUCATION: Computer related Associates Degree from an accredited institution, or certification and practical experience demonstrating the necessary skills for the position, is required.

EXPERIENCE: Experience with wireless technologies and troubleshooting is required.

LICENSES/CERTIFICATIONS REQUIRED:

KNOWLEDGE OF: Photoshop, Illustrator, PageMaker, FrontPage, networks (TCP/IP), and hardware; desktop operating systems (Windows 2000/NT); software applications (Mircrosoft Office 2000, Internet browsers, Outlook, Eudora, Pine, Telnet); computer hardware, electric circuit boards, processors, chips, including applications and programming.

ABILITY TO: Assess a computer malfunction situation and determine the problems; work independently and as a member of a team.

CONTACTS: Staff, faculty, administrators, students, external consultants, trades personnel and vendors.
09-01-09

WORKING CONDITIONS: Normal office environment.

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.

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.

09-01-09