

PALOMAR COMMUNITY COLLEGE DISTRICT

ACADEMIC TECHNOLOGY SUPPORT SPECIALIST

Class specifications are intended to present a descriptive list of the range of duties performed by employees in the class. Specifications are not intended to reflect all duties performed within the job.

DEFINITION

To perform a variety of technical tasks in the installation and troubleshooting of academic computer software applications and peripheral equipment; support and respond to requests and inquiries from faculty, staff and student users regarding operations and procedures; design and create a variety of District academic web sites; create and manage web and FTP accounts for faculty, staff and students; and maintain the PC-Online Server.

SUPERVISION RECEIVED AND EXERCISED

This position receives direction from an assigned faculty coordinator and the Supervisor Academic Technology. May exercise technical and functional supervision over assigned staff.

ESSENTIAL FUNCTION STATEMENTS

Essential duties and other important responsibilities/duties may include, but are not limited to, the following:

Essential Functions:

1. Install and troubleshoot computer software applications and peripheral equipment; train faculty, staff and students on the proper use of software programs.
2. Assist with the management of projects from the initial preparation and planning of the project to the procurement and installation of equipment or services, including the overseeing of contractors' work; recommend growth plans to deliver technology to faculty, staff and students to insure the best quality service in a state-of-the-art environment.
3. Provide planning and technical support for system installations; install network systems, file servers, cabling, computer expansion boards, and work with vendor technicians to repair the same.
4. Assist with the physical design of the District's academic network; recommend computers, software and peripheral equipment to faculty and staff; recognize and identify potential areas where existing policies and procedures require change or where new ones need to be developed for current uses and/or future expansion.
5. Analyze academic software and hardware needs; contact vendors and obtain quotes for hardware and software applications and peripheral equipment; participate in the assessment of advanced technologies including field-testing.

PALOMAR COMMUNITY COLLEGE DISTRICT
Academic Technology Support Specialist (*Continued*)

6. Monitor networked systems for deviation from normal operations; save files and perform computer back-ups; remotely test network systems; check and test all system output for conformity to expected results; tests and assure software compatibility with the network before releasing to users.
7. Receive and respond to inquiries and calls for assistance relating to computer software applications for academic applications; meet with users to assist them in defining program requirements and objectives, to acquire information about data sources and processing methods and to explain software hardware and system capabilities and limitations.
8. Code and/or assist academic users in the coding of documents for web pages on the Internet; design a variety of web pages for academic use; create and edit graphics, streaming media, animations, backend scripts, database connectors and other supporting structures for academic applications.
9. Support other Internet related academic resources, including mail servers, FTP servers, video servers, courseware servers, news servers, provide configuration, troubleshooting and maintenance on these servers; control account creation and access to these servers; research and implement security solutions for computer labs and various types of servers including the prevention of viruses and other malicious attacks against web servers.
10. Develop web sites and other Internet medias as requested by the academic departments via backend ASP and front end JavaScripts including database scripting; review academic web sites to ensure compliance with applicable policies and regulations.
11. Provide technical assistance to faculty and students for on-line classes.
12. Provide technical support for the Academic Technology Resource Center, the Punam or Allen Libraries or other academic labs as assigned at the San Marcos campus or one of eight education centers.
13. Troubleshoot network problems utilizing test equipment and monitoring devices.
14. Develop plans for installation and configuration of software on individual computers and the network and document installations.
15. Interface with campus IS Department to resolve academic needs in computing and telecommunications.
16. Support remote access by faculty/staff/students to campus network resources; recommend policy guidelines to insure compatibility and service to District users.
17. Research and recommend standards for campus software/hardware/procedures/standards including licensing standards; maintain software and hardware registration and inventory to provide upgrades as necessary and insure appropriate security levels are maintained.
18. Design and implement a variety of database formats for academic and administrative uses.
19. Install, configure and maintain web media services to support faculty with the latest multimedia content.

PALOMAR COMMUNITY COLLEGE DISTRICT
Academic Technology Support Specialist (*Continued*)

Marginal Functions:

1. Create workspace designs for academic computer labs, faculty and staff; order required furniture.
2. Analyze current trends in the computer industry; develop, propose and document computer policies and procedures.
3. Perform other duties as assigned or required.

QUALIFICATIONS

Knowledge of:

1. Principles and practices of a wide variety of information systems.
2. Operational characteristics of computer software application and peripheral equipment.
3. Internet and networking protocols.
4. Configuration of server and client computers in a multi-OS environment.
5. Methods and techniques used in installation and troubleshooting of software applications.
6. Network peripherals such as fax, printers, modems, digitizers, media production devices, hubs and cabling systems.
7. Principles and practices of computer programming.
8. Techniques of instructing faculty, staff and students.
9. Applicable city, county, state and federal laws, codes and regulations; applicable sections of Education Code.
10. Principles and procedures of record keeping.
11. Principles and practices of program development and administration.
12. English usage, spelling, punctuation and grammar.
13. Principles and practices of graphic communications.
14. Modern office procedures, methods and equipment including computers.
15. Policies and practices used by Internet information services providers.
16. Community College organization, operations, policies and objectives.

Ability to:

1. Perform a variety of technical tasks in the installation and troubleshooting of computer software applications and peripheral equipment.
2. Design and modify computer networks.
3. Plan, organize and schedule work to meet deadlines.
4. Operate computers and supporting software applications.
5. Provide support and respond to requests and inquiries from academic system users.
6. Analyze software and hardware needs and recommend solutions.
7. Troubleshoot network problems and maintain network security.
8. Understand and follow oral and written instructions.
9. Communicate clearly and concisely, both orally and in writing.
10. Recommend goals and objectives for providing technical services.
11. Design and create District's academic web sites.

PALOMAR COMMUNITY COLLEGE DISTRICT
Academic Technology Support Specialist (*Continued*)

Ability to:

12. Produce scripts and other content to support on-line education.
13. Use Internet information services, programs and guidelines.
14. Interpret applicable city, county, state and federal laws, codes including applicable sections of the Education Code.
15. Effectively respond to all situations/incidents using sound judgment and decision making skills.
16. Analyze situations accurately and adopt effective courses of action.
17. Work independently with little direction.
18. Maintain detailed records and prepare reports, proposals, policies and programs.
19. Establish and maintain cooperative and effective working relationships with others.
20. Maintain physical condition appropriate to the performance of assigned duties and responsibilities.

Experience and Education/Training Guidelines:

Any combination of experience and education/training that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be the following.

Experience:

Two years of increasingly responsible experience designing and modifying computer networks and installing and troubleshooting software applications and peripheral equipment, especially related to the functioning of academic computer labs.

Education/Training:

Equivalent to the completion of the twelfth grade supplemented by college level course work in computer science, information systems, or related field.

WORKING CONDITIONS

Environmental Conditions:

Office environment; exposure to computer screens, extensive contact with faculty, staff and students. Evening and Saturday availability may be required.

Physical Conditions:

Essential and marginal functions may require maintaining physical condition necessary for use of computer keyboard, walking, standing or sitting for prolonged periods of time; moderate lifting, near visual acuity for operating computer equipment and reading printed materials.