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| **TECHNOLOGY SERVICES ANALYST**  |
| **Reports to:**  | Manager, Technical Support Services |  |  |
| **Dept:** | Academic Information Services | **Range:** | 29 |
| **FLSA:** | Nonexempt/Extended Day | **EEO:** | Technical and Paraprofessional |

*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 by individual positions.*

### BASIC FUNCTION:

Under direct supervision, work independently to provide comprehensive end-user support serving faculty, staff and students by determining appropriate workstation solutions involving hardware, software and peripherals; quote, install, configure, customize and test multi-platform hardware and various software applications for faculty, staff and computer lab; provide training to faculty, staff and students; maintain, update and troubleshoot client/server-based applications; utilize server-based software to apply and monitor settings, programs, and operating system updates; and perform related duties as assigned.

### ESSENTIAL DUTIES & 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. Accept delivery, inspect, install and configure multi-platform network client and non-client devices and peripheral equipment including computers, printers, scanners, laptops and tablets; install, set up, relocate, configure, customize, troubleshoot, repair, maintain, recycle and support PC and Mac hardware, software and peripherals in computer labs and offices; install hardware and software.
2. Maintain imaging tools, update scripts, and software install packages.
3. Create and deploy images for computer labs and develop scripts to automate processes; install and set up computer labs during replacement cycles; build custom images for lab areas; install, test and configure applications and new software functionalities to applicable servers and platforms; configure virtual machines.
4. Test and evaluate software and hardware being considered for adoption by the district for instructional or administrative applications.
5. Monitor, manage, prioritize, respond to and resolve technical support requests for hardware/ software ­issues via helpdesk tickets, in person, by phone call/message or email; provide users with instruction on areas of network login/logout, passwords, e-mail, drive mappings, desktop icon management administration and instructional applica­tions.
6. Perform onsite repairs of desktop computers and peripherals; contact computer manufac­turer technical support for in-depth triage of computer issues or for shipment of hardware components and/or replacements; coordinate with media services for audio/visual-related computer issues.
7. Plan, schedule, test and deploy “packaged” updates for faculty/staff; verify success of installa­tion and correct any incomplete/error installations; reformat computer hard drives, break down systems, inventory systems and stage for warehouse surplus; complete custom tasks on systems post deployment and verify that systems are online with enterprise support tools.
8. Install and configure terminal emulation applications; troubleshoot and resolve issues with connections.
9. Write, maintain and provide detailed technical documentation of all areas of hardware and software-related problems.
10. Assist in the development and enforcement of policies, procedures, configuration standards and problem resolutions as appropriate for the district.

**OTHER DUTIES:**

1. Research, test and demonstrate various hardware platforms, software and software up­dates; provide recommendations to AIS managers and colleagues as well as department faculty and staff.
2. Coordinate maintenance of printing kiosks and resolve issues connected to printing kiosks as required.
3. Manage content and access rights for the San Elijo data server.
4. May assist with system administration including installing, configuring and troubleshooting operating systems, user accounts and applications.
5. May assist with network account maintenance and activation of data jacks.
6. Create, manage and implement various asset management-related databases for the purpose of managing warranty parts and replacements, online trouble reporting and discipline-specific applications; generate and process database reports as requested by staff and faculty.
7. Stay abreast of rapidly changing technologies.
8. Perform related duties as assigned.

### KNOWLEDGE AND ABILITIES:

### KNOWLEDGE OF:

1. Extensive knowledge of multi-platform hardware, software and peripherals.
2. Standard principles and practices of computer platform and network operating systems and their characteristics.
3. Methods, techniques and tools for the installation and configuration of hardware, operating systems, software and peripherals.
4. Methods, practices and techniques for troubleshooting, determining the causes of, and repairing systems, computer hardware problems, device errors and failures.
5. Standard help desk functions, policies and procedures.
6. Research techniques, methods and procedures applicable to the work.
7. District processes and tools used to build and deploy computer system images.
8. Documentation procedures.
9. Methods of data backup and restoration.
10. Basic principles of training.
11. Interpersonal skills using tact, patience and courtesy.
12. Effective customer service practices and etiquette.
13. Safety policies and safe work practices applicable to the work.
14. Written and oral communication skills including correct English usage, grammar, spelling, punctuation and vocabulary.
15. Knowledge of Internet networking.

### ABILITY TO:

1. Install, configure image and deploy PCs, peripheral equipment, devices and other tech­nology tools
2. Obtain accurate and complete information from users to identify their needs and problems and develop responses and solutions.
3. Understand, interpret, explain and apply detailed technical information.
4. Establish priorities and balance responsibilities for multiple activities to ensure timely, high-quality results.
5. Make sound, independent judgments within established guidelines.
6. Monitor and control inventory.
7. Lift and carry computer equipment and supplies for short distances.
8. Communicate effectively, both orally and in writing.
9. Understand and follow written and oral instructions.
10. Operate a computer and standard business software.
11. Maintain current technical expertise through appropriate course seminars, training sessions, certifications and publications.
12. Create documentation for complex tasks.
13. Work on projects and critical repairs with deadlines and under pressure.
14. Work on and resolve escalated tickets, requiring root cause analysis and problem solving skills.
15. Demonstrate sensitivity to and understanding of diverse academic, socioeconomic, cultural, ethnic and disability issues.
16. Establish and maintain effective working relationships with all those encountered in the course of work.

### EDUCATION AND EXPERIENCE:

Graduation from an accredited four-year college or university with a bachelor’s degree in computer science or information systems, or an associate degree and journey-level experience working with computer hardware and software in a technical capacity; or an equivalent combina­tion of training and experience.

### LICENSES AND OTHER REQUIREMENTS:

A valid California driver’s license and the ability to maintain insurability under the district’s vehicle insurance program.

**WORK DIRECTION, LEAD AND SUPERVISORY RESPONSIBILITIES:**

May provide work direction to hourly Instructional Computer Lab Assistants, student workers and interns.

**CONTACTS:**

Managers, faculty, staff, students, vendors and manufacturer technical support.

**PHYSICAL EFFORT:**

*The physical efforts described here are representative of those that must be met by employees to successfully perform the essential functions of this class. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

Primarily sedentary with intermittent standing, walking, bending and stooping; occasional to frequent lifting and carrying of objects weighing 50 pounds or less including computing equip­ment and cables; ability to work around high-voltage electrical panels, in attics and/or other confining, awkwardly configured, semi-dark spaces; ability to work at a computer, including repetitive use of a computer keyboard, mouse or other control devices; ability to operate electric cart and ability to travel to a variety of locations on and off campus as needed to conduct district business. Ability to operate a forklift and pallet jack. Coordinate with others in moving equipment (e.g., printers) in excess of 50 pounds.

**EMOTIONAL EFFORT:**

Ability to develop and maintain effective working relationships involving interactions and com­munications in person, by phone and in writing with a variety of individuals and/or groups of individuals from diverse backgrounds on a regular, ongoing basis; ability to concentrate on detailed tasks for extended periods of time and/or intermittently while attending to other responsibilities; ability to work effectively under pressure on a variety of tasks concurrently while meeting established deadlines and changing priorities.

**WORKING CONDITIONS:**

Primarily indoor office and/or computer room environment with travel to and from assigned work areas; subject to frequent interruptions by individuals in person or by telephone; intermittent exposure to individuals acting in a disagree­able fashion; frequent to constant exposure to computer classroom operations sounds; may work at any district location or authorized facility during day and/or evening hours including weekends and/or holidays on an as-needed basis. Occa­sional local travel may be requested.