POSITION DESCRIPTION
Under the supervision of the Assistant Director, Technology Services, the Information Technology Technician provides user support to assist information systems end-users. Assures that information systems needs of district staff are met in a professional and timely manner. Assists with a variety of skilled and technical duties related to the installation, configuration, maintenance, repair, and upgrade of computers, audio/visual devices, peripheral equipment, software applications, and telecommunications equipment. Performs other related duties as assigned.

ESSENTIAL DUTIES
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. Assists in the connection of computers and peripheral equipment to local area network/wide area network/Internet and related hardware and software applications.
2. Assists with the installation, scheduled maintenance and upgrade of computer and audio/visual equipment.
3. Assists with the setup and maintenance on computer laptops to ensure proper operation and connection to the campus network both wired and wireless.
4. Configures, troubleshoots, upgrades, and repairs computers, audio/visual devices, computer hardware peripheral equipment, and software applications.
5. Provides training in use of audio/visual equipment, desktop computers, and selected software programs to District staff over the phone and at their work location.
6. Operates testing and measurement devices, computer diagnostic software, and other specialized instruments used in the repair and maintenance of equipment and related peripherals.
7. Maintains logs and records related to work performed.
8. Maintains a current and accurate inventory of Information Technology hardware, software and licenses owned or leased by the district.
9. Drives to various locations to setup and modify new and existing computer workstations and audio/visual equipment.
10. Provides training and work direction to college assistants and hourly employees.
11. Performs user help desk functions and operations. Uses a record-keeping system to log requests and tracks resolution of problems.
12. Attends meetings as assigned.
13. Works in a team environment with other members of the Computer Support staff to maintain the district's network infrastructure and support users in departments and offices throughout the district.
14. Performs other related duties as assigned.
DEMONSTRATED KNOWLEDGE AND ABILITIES

Position requires knowledge of:

- Computerized and electronic equipment including computers, hardware peripherals including but not limited to scanners, digital cameras, printers, and other related office equipment.
- Computer networking equipment, testing devices and cabling standards.
- Audio/Visual equipment including but not limited to projectors, document cameras, video cameras, DVD/Blue Ray players, A/V control units, and videoconferencing equipment.
- Information systems technology and terms including recent developments in networking and computer technology.
- Methods and procedures used in the maintenance and repair of electronics systems and instruments.
- Installation, configuration, operation, troubleshooting, maintenance, repair, backup and restore procedures for personal computers and network systems.
- Principles of training and basic instruction reinforcement techniques for providing direction in the use of computers and software.
- Applicable operating environments, commands and structures, Windows, Macintosh, Novell, UNIX, client server environments.
- Working knowledge of commercial software packages and operating systems including but not limited to the Microsoft Windows current and previous operating systems, Microsoft Office, Internet Explorer, Microsoft Outlook, Photoshop, Acrobat reader and Mac OS.
- Oral and written communication skills.

Position requires ability to:

- Install, configure, test, troubleshoot, repair, and maintain a wide range of personal computer and audio/visual equipment/hardware and software.
- Plan, schedule and perform simple and complex user support activities in an organized manner.
- Trace, identify, and resolve hardware and software malfunctions.
- Use initiative and problem-solving skills in carrying out responsibilities.
- Confer with users, supervisors and other technicians to troubleshoot and resolve problems.
- Provide instruction to users in hardware and software capabilities, application and operations; keep abreast of changes in technology.
- Perform duties with speed and accuracy.
- Maintain detailed and accurate logs and records.
- Develop written documentation of procedures used in a clear, concise and readable format.
- Work and communicate effectively and cooperatively with students, department staff and other District staff.
- Work independently, organize, and prioritize work to meet schedules and timelines.
- Clearly and effectively present technical information and issues, both orally and in writing, to both technical and non-technical staff.
- Communicate effectively, both orally and in writing.
- Understand and follow oral and written directions.
- Exercise discretion and safeguard the confidentiality of information.
- Demonstrate interpersonal skills using tact, patience and courtesy.
- Serve as liaison between the department, other college departments, and the community.
- Work evening and Saturday hours and exercise schedule flexibility.
- Demonstrate clear evidence of sensitivity to and understanding of the diverse academic, socioeconomic, cultural, disability, and ethnic backgrounds of community college students, staff, and community.

MINIMUM REQUIREMENTS

Experience: Two (2) years of full-time equivalent experience providing technical user support services and/or installing, configuring, maintaining, upgrading, and repairing of personal computer equipment, audio/visual devices, hardware peripheral equipment, and software applications. One (1) of the above two years of full-time experience must be in the area of installing, configuring, upgrading, and maintaining personal computer equipment.

Education: Education equivalent to an Associate’s degree (60 semester units) from an accredited institution (including trade school) is required. Two (2) years of direct experience, in addition to that identified above may be substituted for each one year (30 units) of college. Short-term workshops will not be accepted as fulfilling any part of the educational requirement.

Licenses: A valid California driver’s license and the ability to maintain insurability under the District’s vehicle insurance policy.

SALARY PLACEMENT

Salary placement will be on Range 32 of Classified Represented Salary Schedule B ($4,249 - $6,643 per month). Initial salary step placement for new employees is customarily at step 1, 2, or 3 ($4,249 / $4,507 / $4,763 per month) of this 11-step salary range; step advancement is yearly up to step 7; with advancement to step 8 after two years at step 7. Employee must spend at least two years at Step 8 before moving to Step 9; three years at Step 9 before moving to Step 10; and four years at Step 10 before moving to Step 11.

Probationary period for new Classified employees is one year. Work year is 12 calendar months. The normal workweek for this position is 40 hours. Paid holiday, discretionary, and sick time are provided. Ten vacation days accrue during the first year of employment. A regular work schedule will be assigned, with the ability to occasionally work a flexible schedule as needed. A Classified employee is required to either become a dues paying member of the Classified School Employees Association (CSEA) Chapter, or pay a service fee.
ABOUT THE DISTRICT

Innovative. Collaborative. Entrepreneurial. These characteristics not only define College of the Canyons, but also mark the faculty, staff, and administrators who make this college one of the most unique among the 113 California Community Colleges.

Established in 1969, College of the Canyons is among the fastest growing community colleges in the nation. It is widely recognized as a model community college for enhancing student access, success, and equity. In fact, its completion rates rank among the highest in the state. The college has also established a well-deserved reputation for bolstering economic development, and offering innovative career technical education responsive to industry needs.

Guided by visionary leadership, College of the Canyons serves the dynamic, growing Santa Clarita Valley and surrounding regions within a 367-square-mile area of northern Los Angeles County. A steady infusion of new residents and businesses creates a spirit of possibilities that inspires the college to be flexible, creative, and attuned to the evolving needs of the community. The growing diversity of the community is mirrored by the college, which qualifies as a Latino-serving institution.

The college’s influence in the community is best illustrated in the dozens of collaborative partnerships it has forged with local school districts, regional government entities, and service organizations. Thousands of children visit the college’s Performing Arts Center annually thanks to the K-12 Arts Education Outreach initiative. Together, the City of Santa Clarita and the college operate the WorkSource Center to bring job seekers together with employers. And, Academy of the Canyons, an early/middle college high school that is ranked among the top 10 percent of high schools in the nation, is housed on our Valencia Campus.

College of the Canyons is housed on two campuses – Valencia and Canyon Country. It features 62 degree and 71 certificate programs, along with 19 associate degree for transfer (AD-T) options. Classes are offered during traditional fall and spring semesters, as well as shorter, intensive summer and winter sessions. In addition, the University Center located on the Valencia Campus offers approximately 40 certificates and credentials, along with bachelor’s and master’s degrees, from partnering four-year colleges and universities.

Because of the college’s commitment to meeting the needs of the community, local voters have approved two bond measures valued at more than $240 million since 2001. The college also secures substantial funds from the state, and millions of dollars in grants each year that allow new, cutting-edge programs to be developed and facilities to be built to accommodate them. The college is designated as a Hispanic Serving Institution.

Given its commitment to growth and innovation, College of the Canyons sets a new standard for what a college can achieve. It is a vital cultural, educational and economic force in the region. Join us here, and you will discover unexpected opportunities, the freedom to innovate, and a chance to shape the future.
APPLICATION AND SELECTION PROCESS

Applicants are encouraged to complete their applications online. Please visit our website at http://www.canyons.edu/offices/humanresources. If you require assistance, please call the Human Resources office at (661)362-3427 or for the hearing impaired TTY/TDD Line at (661)362-5178. Applicants may check the status of their application online and may expect to be notified within approximately 4 - 5 weeks following the Review Date as to the status of their application.

All application materials must be uploaded online or received in the Human Resources office by the end of the day on the Review Date in order to assure consideration for this position. Postmark is not acceptable for this purpose. Separate application materials must be submitted for each position applied for. Materials submitted become property of the District and will not be returned, copied, or considered for other openings. The Human Resources office is located in the University Center, Suite #360 at 26455 Rockwell Canyon Road, Santa Clarita, CA, 91355.

Your application is not complete until the following required materials have been uploaded online or received by the Human Resources office:

- **District CLASSIFIED Application.**
- **Detailed resume**, which includes month/year dates of employment and descriptions of responsibilities at each employer.
- **Letter of interest** (cover letter). In your letter, please address your qualifications and experience as they pertain to the job duties and the abilities section of this announcement.
- Copies of complete and legible **college transcripts** clearly indicating all college units earned and any degree awarded. You can submit unofficial copies of transcripts for application purposes. Copies of diplomas are not acceptable in lieu of college transcripts. Official, sealed transcripts are required upon offer of employment. Please see our website for the requirements for evaluation of transcripts from foreign colleges or universities.
- **Supplemental Questionnaire.** Please answer the following questions as part of your application packet.
  a) As it relates to the field of technology support, please provide previous employer names(s), position title(s), dates of employment, full-time or part-time status (hours per week), and your roles and responsibilities in each position. Please also provide your total years of full-time equivalent experience in the field.
  b) Do you possess education equivalent to an Associate of Arts degree (60 semester units) from an accredited institution to meet the minimum qualifications? (yes/no) Please provide legible copies of your college/university transcript in your application packet. Copies of diplomas are not acceptable in lieu of college transcripts.
  c) Do you possess a current, valid California driver’s license? (yes/no) If offered the position, you will be asked to provide proof of your license to the Human Resources office.
  d) Please describe your experience with installing, configuring, maintaining, upgrading, and repairing of personal computer equipment (PC or Mac).
  e) Please describe your experience providing direct end user technical support services, both in person and over the phone.
  f) Please describe your experience using and providing support for commercial software packages (i.e.: MS Office, Internet Applications, Cloud Software etc…) and current operating systems (Windows, MacOS, Linux, etc).
  g) Please describe any experience you may have installing, maintaining, and upgrading audio/visual equipment.
  h) What interests you most about working as a Computer Support Technician II at College of the Canyons?
- **Letters of Reference** are optional.
- **Confidential Recruitment Source Sheet** (optional).

Please note:
- Skills evaluation of candidates for interview may be required.
- Travel and relocation expenses are the responsibility of the applicant.
- Hiring committees review all complete, qualified application packets. Possession of the minimum qualifications does not guarantee an interview.
- “Experience” generally refers to relevant paid experience. In some instances, unpaid experience may be counted as experience towards meeting the minimum qualifications or requirements for the position only if it entailed responsibilities substantially similar to those of relevant paid positions in the field. It is the applicant’s responsibility to provide sufficient information and details to the Human Resources office at the time of submission of their application packet. Details should include the organization, contact name and contact information, start and end dates, hours per week, and a list of relevant unpaid/volunteer duties or responsibilities performed. Not all unpaid experience may qualify. Upon offer of employment, an applicant will be required to obtain written verification(s) of any relevant unpaid/volunteer experience.
- Applicants are encouraged to apply online. If you need assistance with the application process, contact:

  Human Resources Office
  (661) 362-3427
  TTY/TDD (661) 362-5178 or visit our website at www.canyons.edu/offices/humanresources

It is the applicant’s responsibility to ensure that all application materials are fully and correctly submitted. All materials submitted are for this position only and become the property of the District. Materials will not be returned, copied or considered for other openings. Resumes may not be submitted in lieu of the official application form.

The College is expecting to conduct initial interviews between the weeks of November 30, 2015 and December 7, 2015 and conduct final interviews between the weeks of December 7, 2015 and December 14, 2015. This is an estimated timeline, and is subject to change.

Position is offered contingent on funding. We reserve the right to withdraw, extend the filing date, reopen, or delay filling this position. Recruitment may continue until the position is filled.