**DESERT COMMUNITY COLLEGE DISTRICT**

## COMPUTER SUPPORT SPECIALIST

### BASIC FUNCTION
Under general supervision of the Network Services Supervisor, to provide complex technical support in computer operation and network maintenance; and to do related work as may be required.

### CLASS CHARACTERISTICS
Positions in this class are established primarily to provide technical computer support for the District administrative computers and require the skills and experiences necessary to keep technical computer systems up and running.

### EXAMPLES OF DUTIES
Work with District employees to insure that computer systems are maintained in working order.*E*
Install software on District computers as needed.*E*
Demonstrate use of software programs.*E*
Diagnose and troubleshoot software problems and reload software as needed.*E*
Repair and/or replace disk drives, memory chips, mother boards, modems, network cards, monitors, keyboards, CD-Roms, printers and other peripherals.*E*
Create and maintain inventory of hardware and software.*E*
Evaluate, install, configure, troubleshoot and document new applications and software systems.*E*
Develop and implement procedures for such tasks as virus protection, software security, software loading and copying, video drivers, printer drivers and configuration control.
Define District lab server needs.
Research available options and recommend choice.
Install, configure and test District lab server hardware and software.*E*
Install new versions of server software.*E*
Attend technical seminars and workshops to maintain technological currency.
Develop and maintain procedures in areas such as problem reporting and tracking, inventory control and security.*E*
Document hardware and software failures and submit status reports.
***In conjunction with appropriate District offices:*** research and make recommendations for purchase of computer supplies, hardware, software and equipment, coordinate the repair of all District computer equipment-- tracking status of vendor activity, submit return material authorizations (RMA's) for defective equipment.
Perform related duties as assigned.

### EMPLOYMENT STANDARDS

### KNOWLEDGE AND ABILITIES
**Knowledge of:** Principles and techniques of hardware and software design, implementation, installation, configuration and troubleshooting; operating system software internals; network design, implementation and administration; network server software; Internet server software and

communication protocols such as TCP/IP; computer programming, batch files and scripts; troubleshooting hardware and software failures.

**Ability to:** Perform complex technical work to install, configure and test hardware and software; diagnose, troubleshoot, document and maintain computerized equipment and peripherals; coordinate the purchase and repair of computer equipment; maintain inventories; learn and apply new technologies; understand and carry out oral and written directions; communicate clearly; work effectively with minimum direct supervision; work cooperatively with those contacted in the course of work; lift and/or move up to fifty (50) pounds.

## EDUCATION AND EXPERIENCE
**Education:** Associate's degree in Computer Science **OR** Bachelor's degree in computer science **OR** an equivalent combination of education and experience which indicates possession of knowledge and skills required.

**Experience:** Three (3) years of experience in computer and network maintenance (with AA) **OR** one (1) year of experience in computer and network maintenance (with Bachelor's).

## DESIRABLE QUALIFICATIONS
Certificates in Novell and/or Microsoft.

## ENVIRONMENT
Office environment

## EMPLOYMENT STATUS
Bargaining Unit Position

E=Essential Functions

**CSS.DOC**
**RANGE 19**
**6/98**