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OHLONE
C O L L E G E

Ohlone Community College District
EMPLOYMENT OPPORTUNITY
Application may be obtained from:
HUMAN RESOURCES, ATTN: Jennifer Druley
43600 Mission Blvd., Fremont, CA 94539-5847
Office: (510) 659-7353   Fax: (510) 659-6025
jdruley@ohlone.edu   www.ohlone.edu/org/hr/jobs

IT SUPPORT TECHNICIAN II

12 month, 100%, Classified Position
APPLICATION DEADLINE: Friday, September 27th at 5:00 PM
Salary Range 50: $64,116-$81,648 annually; $5,343-$6,804 monthly

DEFINITION:

Under general supervision, provide technical support for desktop and academic technology and computer systems, including but not limited to computers, peripherals, software, and end user devices. Primary responsibilities are to provide advanced technical support to end users, including planning for, installing, configuring, and troubleshooting supported hardware and software, providing assistance to technical staff in problem determination, usage and repair of hardware and software as required to maintain user productivity. Night, weekend and off-campus work may be assigned. Perform related duties as assigned.

IDEAL CANDIDATE:

The ideal candidate for this position will:

- Have the knowledge of proper operation, use, and application of a variety of client computer systems and technologies such as MS Windows and Apple OSX;
- Understand the principles of computer technology, hardware operating systems, client-server technologies and local area networks;
- Have the skill to provide input to support and promote an evolving standard of desktop hardware platform (EX: Windows 8, Windows 7, XP, IOS, MACOS, Android)
- Be able to stay current with evolving and emerging technologies that affect clients;
- Work independently or as part of a team if needed to resolve customer problems, plan and implement large scale software and hardware deployments, migrations and upgrades;
- Demonstrate sensitivity to and understanding of the diverse academic, socioeconomic, cultural, and ethnic backgrounds of faculty, staff and students with physical and learning disabilities;
- Establish and maintain cooperative working relationships with other staff members in a team environment

DISTINGUISHING CHARACTERISTICS:

Information Technology Support Technician IIs serve as the technical expert regarding support for all aspects of desktop computers, laptops, mobile/end user devices and associated peripheral hardware and software. This class is an experienced and professional level position, with incumbents expected to perform work independently. Responsibilities include significant user interface, installation/evaluation, and instruction; and requires a broad understanding of personal computer applications in both the academic and administrative setting. The incumbent works closely with college faculty and staff to ensure that all customer requests are addressed in a timely manner, and that the highest level of customer satisfaction is maintained.

SUPERVISION EXERCISED:

Exercise functional and technical supervision over student workers and other technical support staff on projects.

ESSENTIAL DUTIES:

- Coordinate with the network support staff to plan for, install, configure, and maintain end user systems to interact with the District's networked services, including establishing and maintaining network connectivity, network applications such as account set up, web browsers, email, antivirus, remote software installation, smart imaging and other client software for administrative and academic systems;
- Provide and perform related tasks as well as provide leadership and coordination in the preparation of academic computing labs for instruction;
    - respond to and resolve user requests and help desk tickets;
- Ensure desktop computers interconnect seamlessly with all the systems including file servers, email servers, computer conferencing systems, application servers and administrative systems;
- Troubleshoot and resolve software and equipment failures impacting end user productivity;
- Work with vendors to resolve technical problems with hardware and software;
- Analyze desktop failures and develop/implement long and short-term solutions;
    - convert end user support processes into simplified and automated procedures using available tools;
- Contribute to the development and implementation of Information Technology Department guidelines, policies and procedures for security to assure protection of end user computer systems, technology, and data;
- Assist with creating, modifying, locking and removing user accounts from district systems, develop and maintain technical documentation;
- Coordinate equipment and software tracking for inventories, RMAs, and orders;
- Participate in the development and implementation of desktop administrative procedures such as back-up and restoration, security, antivirus, client imaging, performance monitoring;
- Use remote support tools, develop and maintain constructive contact with vendors, state and local regulatory and contract offices, college staff, and counterparts in other colleges;
- Participate in department activities and college-wide committees;
- Provide technical training and orientations to campus users;
- Train, schedule, and coordinate technical support staff;
- Use and configure Internet/network/web-based applications and utilities;
    - assess, plan, install, and maintain automated software deployment, support and maintenance tools;
- Develop standard equipment specifications;
- Research new products and vendors;
    - test and evaluate software and equipment packages;
- Provide advanced technical support for administrative and academic computing systems and technology;
- Develop and maintain expertise on supported and developing technologies that impact office and instructional environments.

OTHER JOB RELATED DUTIES

Perform related duties and responsibilities as required.

JOB RELATED AND ESSENTIAL QUALIFICATIONS

Knowledge of:
- Proper operation, use, and application of a variety of client computer systems and technologies such as MS Windows and Apple OSX;
- Principles of computer technology, hardware operating systems, client-server technologies and local area networks;
- Drive imaging and duplication utilities and practices;
    - Principles of computer software applications including Microsoft Office for Windows and MAC OS, e-mail Clients, databases, graphics, CAD, and desktop publishing applications;
    - Advanced computer, peripheral equipment, and technology maintenance methods and procedures;
- Advanced techniques of troubleshooting computer and technology software and hardware problems;
- Principles and methods of training and instruction;
- Network operating environment, including Unix, Linux, Macintosh, MS Windows and/or thin clients being served by network servers;
- Advanced knowledge of Internet and network applications;
- Help Desk systems and Knowledge Databases;
- Automated software distribution techniques;
- Proper English usage, spelling, grammar, and punctuation;
- OSHA and ADA regulations.

Skill to:
- Respond in a timely and effective manner to help desk requests from all divisional clients;
- Provide in person and remote support to clients that emphasizes a high level of customer satisfaction and communication;
- Troubleshoot reported hardware and software problems, and contact manufacturer to order parts under warranty;
- Provide input to support and promote an evolving standard of desktop hardware platform (EX: Windows 8, Windows 7, XP, IOS, MACOS, Android);
- Install configure, image standard software on desktop computers and peripherals and research and recommend solutions to management that meets individual customer needs;
- Establish and maintain successful, accurate and up-to-date hardware and software inventory;
    - Identify when hardware, software licenses need to be upgraded, replaced and/or replenished;
- Stay current with evolving and emerging technologies that affect clients;
- Work independently or as part of a team if needed to resolve customer problems, plan and implement large scale software and hardware deployments, migrations and upgrades;
    - Be available and flexible to resolve problems after normal business hours as needed;
- Work on Wireless Local Area Network (WLAN) computer systems and technologies remotely via the telephone, software tools, as well as face-to-face.

Ability to:
- Document all work performed in an online help desk system;
- Quickly learn how to use new software and hardware to maintain currency with end user-facing technologies;
- Deal effectively with both novice and experienced users;
- Provide technical leadership in the use and support of desktop computing systems;
- Communicate clearly and concisely, both orally and in writing;
- Understand the application of technology and evangelize its use to end users;
- Author professional documentation;
- Set-up, load, test, maintain, configure, and troubleshoot hardware and software for computer systems, thin clients, virtual desktops and technologies, and peripheral equipment;
- Plan, install, and maintain desktop software, including, such as MS Windows systems, Macintosh OS,

Linux, Office Suites, email clients;
- Attend meetings and handle other tasks as requested;
- Demonstrate sensitivity to and understanding of the diverse academic, socioeconomic, cultural, and ethnic backgrounds of faculty, staff and students with physical and learning disabilities;
- Establish and maintain cooperative working relationships with other staff members in a team environment.

Other Requirements:

Must possess a valid California driver's license and have a satisfactory driving record.

ILLUSTRATIVE EDUCATION AND EXPERIENCE: A typical way to obtain the above knowledge and skill is a combination of education and experience equivalent to:

Education: Two Year college degree in Computer Science with course work in network and/or computer systems and technologies, plus substantial continued education and training in the field.

Experience:
- Five years of full-time experience in the installation, maintenance, and support of client computer systems in a local area network environment. Experience working in higher education with a diverse set of individuals such as students, faculty and staff.
- Demonstrable technical expertise in support of operating systems and other software is required; experience with MAC OS in support of enterprise applications is highly desirable.
- Proven track record of maintaining effective working relationships while working under pressure, often with many interruptions.

PHYSICAL CHARACTERISTICS: The physical abilities involved in the performance of essential duties are:

- Communicate clearly and concisely, both orally and in writing;
- Ability to operate standard office equipment;
- Ability to sit, stand, walk, kneel, squat, reach, and lift 40 pounds;
- Ability to recognize and deal with electrical and mechanical hazards;
- Ability to differentiate accurately between colors used in coding and identification;
- Work in an office/classroom environment;
- Ability to work flexible scheduling of work time, including evenings and weekends and rotational days off and/or off-setting shifts;
- Carry a District provided two-way radio during working hours, including lunch and breaks.

HEALTH AND WELFARE BENEFITS *

1. Medical, dental, vision, life insurance, EAP and LTD
2. Membership in Public Employees' Retirement System *Candidates hired on or after January 1, 2013 are subject to restrictions imposed by PEPRA*)
3. Contribution to O.A.S.D.I. (Social Security)
4. Paid vacation
5. Paid sick leave
6. Paid holidays and district-paid floating personal days
7. Summer 4/10 schedule (Fridays off)
8. Longevity pay step increase based on your years of service
9. IRS Section 125 Flexible Medical Spending Plan
10. 457(b) Deferred Compensation Plan (employee contributes)

11. 403(b) Tax Shelter Annuity Plan (employee contributes)

*Benefits will be prorated for positions less than 100%

APPLICATION PROCEDURES

Application packets must be submitted to the Human Resources Office by 5:00 p.m. on **September 27, 2013.**
The College reserves the right to modify, rescind or re-advertise this recruitment at any time.
1. Completed Ohlone College application form. **NOTE: An Ohlone Classified Application must be submitted and may be obtained from our website at http://www.ohlonejobs.com/.**
2. Current resume.
3. Cover letter.
4. List of at least three Professional References including name, position, organization, phone number, email and their relationship to you.

Materials submitted with your application will be considered for this opening only. All material submitted becomes District property and will not be returned. Incomplete application packets will not be considered.

Forward your completed application and other required documents to:

Ohlone College, Human Resources Office
43600 Mission Boulevard
Fremont, CA 94539
Attn: Jennifer Druley, Senior HR Specialist

or

jdruley@ohlone.edu

The District

The mission of Ohlone College is to serve the community by offering instruction for basic skills, career entry, university The mission of Ohlone College is to serve the community by offering instruction for basic skills, career entry, university transfer, economic development, and personal enrichment for all who can benefit from our instruction in an environment where student learning success is highly valued, supported, and continually assessed. Ohlone College is a multi-campus single college district, serving the cities of Fremont, Newark and Union City located in the southeast area of San Francisco Bay. Enrollment is 12,000 per semester. The student population and surrounding communities represent a highly diverse population. The College is named for the native population living in the area when Mission San Jose was founded. The Fremont campus is located just south of the historic Mission San Jose. The Newark Campus is located near Interstate 880 and emphasizes programs in health, environment, and technology.

Equal Opportunity Employer

Ohlone Community College believes in a close relationship among students, faculty, staff, and community. The District is strongly committed to achieving staff diversity and has made a commitment to the principles of equal opportunity. The District encourages a diverse pool of applicants and does not discriminate on the basis of race, gender, ethnicity, national origin, ancestry, age, religion, marital status, disability, sexual orientation or disabled veteran status in any of its policies, practices, or procedures. The college encourages applications from all qualified applicants. If you are in need of special services, equipment, or facilities in order to apply or interview for this opening, please call the Human Resources office at: (510) 659-6088.

Conditions of Employment

Offers of employment are contingent upon Governing Board approval. Employment with Ohlone Community College is not complete or official until applicants meet all pre-employment requirements. All new employees are required to submit official transcripts and proof of freedom from tuberculosis. In addition you will be required to provide identification and employment eligibility as outlined in the federal "Immigration Reform & Control Act of 1986." Pre-employment tests and/or medical examinations may be required. Ohlone Community College does not sponsor H1B visas. Employees must sign the Oath or Affirmation of Allegiance and submit fingerprints for CA Department of Justice clearance.