

IT Support Technician
Mt. San Antonio College

Direct Link: <https://www.AcademicKeys.com/r?job=134022>

Downloaded On: Apr. 7, 2020 12:42pm

Posted Nov. 25, 2019, removed Mar. 25, 2020

Job Title	IT Support Technician
Department	
Institution	Mt. San Antonio College Walnut, California
Date Posted	Nov. 25, 2019
Application Deadline	Open until filled
Position Start Date	Available immediately
Job Categories	Classified Staff
Academic Field(s)	Information Technology
Apply Online Here	https://apptrkr.com/1721653
Apply By Email	
Job Description	

IT Support Technician

Position Number: 2013141047

Department: Information Technology

Job Category: Classified Unit A

Time (Percent Time): 100%

Term (months/year): 12 months/year

Current Work Schedule (days, hours): Monday - Friday: 7:30 a.m. - 4:30 p.m.

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Salary Range: A-107

Salary: Steps 1 - 6: \$5,713 - \$7,292 per month

Shift Differential: Shift differential eligibility based on the current collective bargaining agreement

Open Date: 11/22/2019

Initial Screening Date: 01/06/2020

Open Until Filled: Yes

Application Procedure:

Complete application packets will be accepted until the position is filled; however, those submitted by 11:59 p.m. (PST) on January 6, 2020, are assured consideration.

Applicants must submit all of the following materials online at [[url=http://hrjobs.mtsac.edu](http://hrjobs.mtsac.edu)]Mt.SAC Employment Website to be considered for this position:

1. A Mt. San Antonio College online application.
2. A cover letter describing how the applicant meets the required education and experience.
3. A detailed resume that summarizes educational preparation and professional experience for the position.
4. Two letters of recommendation that reflect relevant experience (do not use social media or professional networks as a means to provide letters of recommendation).
5. College and/or university transcripts showing the awarded/conferred degree (if applicable) are required and must be submitted with the online application by all applicants, including current or former employees of the college, to demonstrate that the required educational qualifications are met. Unofficial transcripts are acceptable at the time of application; however, copies of diplomas are not accepted in lieu of transcripts.

Health & Welfare:

College contributes \$10,946 toward annual premium for medical, dental, vision and life insurance coverage. Lifetime retirement benefits provided for eligible retirees.

The District participates in the Public Employees Retirement System (PERS), State Teachers Retirement System (STRS) retirement programs, and National Benefit Services (NBS)

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*Note Salary and Health & Welfare Benefits are subject to change

Basic Function/Overview:

DEFINITION

Under general supervision, provides technical support and training on the use of personal computers, printers, peripheral equipment, and network systems hardware and software; resolves computer application problems and troubleshoots hardware malfunctions; assists in maintaining and administering the on-campus WAN and LAN network systems; provides technical support, installation, and maintenance for software, desktop computer applications, Internet/Intranet, self-service portals, web based applications, and email systems; installs, configures, and repairs personal computer hardware and software systems and data communication facilities.

SUPERVISION RECEIVED AND EXERCISED

Receives general supervision from the Director, Academic Technology and Infrastructure. Exercises no supervision of staff.

CLASS CHARACTERISTICS

This is the journey-level class in the information technology support series responsible for maintaining and troubleshooting application software and hardware such as Local Area Networks (LAN) and Wide Area Networks (WAN). Incumbents at this level receive only occasional instruction or assistance as new or unusual situations arise and are fully aware of the operating procedures and policies of the work unit. The work involves frequent contact with others and coordination of multiple concurrent activities. This classification is distinguished from the Telecommunications Technician by the latter's specialized assignment of the installation, maintenance, and troubleshooting of telecommunications systems. This class is further distinguished from the Lead Information Technology Support Technician in that the latter is responsible for technical and functional supervision of assigned IT support staff and is capable of performing the most complex duties assigned to the function, including analytical work.

Essential Duties/Major Responsibilities:

1. Evaluates, responds to, and resolves requests for computer assistance from users experiencing problems with hardware, software, networking, and other computer related technologies.
2. Diagnoses problems, performs remedial actions to correct problems, and/or recommends and determines solutions.

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3. Researches, resolves, and follows-up on user problems; refers more complex problems to specialized or higher-level personnel.
4. Delivers, installs, and/or assists personnel in the installation of personal computers, software, and peripheral components such as monitors, keyboards, printers, disk drivers, switches, hubs, and cabling.
5. Responds to inquiries concerning operating systems and diagnoses system hardware, software, and operator problems; installs, maintains, and upgrades operating systems and software packages across disparate platforms.
6. Tests, clones, loads, and configures specified software packages onto computer; may modify specific applications for use by department; deploys software, settings, scripts, and batch files to workstations remotely.
7. Maintains documentation database as used by the department.
8. Instructs users in software applications usage and basic computer navigation; advises users on best security practices.
9. Creates baseline software sets, adhering to campus standards, for various makes and models of computers.
10. Installs, maintains, and repairs printers, copiers, and scanners, addressing both hardware and software issues.
11. Assists in relocating departments or divisions throughout campus, including the disassembly and reassembly of office technology and workstations.
12. Performs user data migration and recovery due to hardware/software upgrade or disaster.
13. Maintain data communications closets throughout campus, including wiring racks and switches.
14. Creates email boxes for users and departments; troubleshoots email connection, access, security, firewall, and storage issues.
15. Assists students and faculty with self-service portal and web based applications issues.
16. Maintains and documents hardware and software inventory, equipment passwords, software installation settings, and maintains the back-up systems.
17. Maintains the active directory of users by adding, removing, and/or editing users; creates access rights to users and user groups; creates groups and mailing lists.
18. Creates web surveys for academic and administrative departments; collects survey responses and submits raw data and reports to requestors in various formats.
19. Assists in coordinating activities with help desk, network services, or other information technology staff.
20. Trains users on software and hardware usages by providing instruction and documentation.
21. Provides updates, status, and completion information to personnel and/or users via voice mail, e-mail, or in-person communication.
22. Researches and purchases tools, supplies and repair parts from a variety of sources.
23. Recovers computer assets and evaluates/repurposes viable hardware; decommissions obsolete hardware; collects, strips, and prepares used equipment for salvage, including delivery to warehouse.

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24. Creates on-demand wired and wireless network access for various campus entities.
25. Assists lower-level and new staff as required.
26. Participates in group problem solving activities to promote continual business process improvements and initiatives.
27. Learns and applies emerging technologies and, as necessary, to perform duties in an efficient, organized, and timely manner.
28. Performs other related duties as assigned.

Other Duties:

Performs other related duties as assigned.

Knowledge Of:

1. Applicable Federal, State, and local laws, rules, and regulations, and District and departmental codes, policies, and procedures.
2. Principles and practices used in the operations, maintenance, and administration of network operating systems, personal computer system hardware, and related software systems.
3. Techniques and methods of computer hardware and software evaluation, implementation, and documentation.
4. Personal computer and network system application software packages.
5. Personal computers and peripherals, as well as, network hardware, including hubs, switches, and cabling.
6. Troubleshooting, configuration, and installation techniques.
7. Computer hardware, software, network technology, and operating system products.
8. Occupational hazards and standard safety procedures.
9. Business letter writing and record keeping principles and procedures.
10. Methods, techniques, and practices of data collection and report writing.
11. Modern office practices, methods, and computer equipment and applications related to the work.
12. English usage, spelling, vocabulary, grammar, and punctuation.
13. Techniques for providing a high level of customer service by effectively dealing with the public, vendors, students, and District staff, including individuals of various ages, disabilities, socio-economic and ethnic groups.

Skills and Abilities:

1. Perform a variety of functions in the operation of a variety of computer equipment and peripheral components; troubleshoot related problems and take appropriate action.

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2. Identify and resolve hardware and software problems and perform minor repairs.
3. Set up PC and network hardware and install and configure software.
4. Train staff on software applications and hardware usage.
5. Work with and maintain confidential and sensitive information.
6. Prepare clear and concise reports, correspondence, and other written materials.
7. Interpret, explain, and ensure compliance with District policies and procedures, complex laws, codes, regulations, and ordinances.
8. Establish and maintain a variety of filing, record keeping, and tracking systems.
9. Respond to and effectively prioritize multiple phone calls and other requests for service.
10. Make accurate arithmetic and statistical computations.
11. Organize and prioritize a variety of projects and multiple tasks in an effective and timely manner; organize own work, set priorities, and meet critical time deadlines.
12. Operate modern office equipment including computer equipment and specialized software applications programs.
13. Use English effectively to communicate in person, over the telephone, and in writing.
14. Understand scope of authority in making independent decisions.
15. Review situations accurately and determine appropriate course of action using judgment according to established policies and procedures.
16. Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

Minimum Qualifications/Education & Experience:

Any combination of training and experience that would provide the required knowledge, skills, and abilities is qualifying. A typical way to obtain the required qualifications would be:

Equivalent to an Associates degree from a regionally accredited college in computer science or related field and two (2) years of full-time equivalent responsible experience performing technical support and network administration on personal computers and peripheral equipment, including software administration in a multi-user environment.

Equivalencies:

Any combination of training and experience which would provide the required knowledge, skills, and abilities is qualifying. A typical way to obtain the required qualifications is listed in the Minimum Qualifications section.

Preferred Qualifications:

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License(s) & Other Requirements:

Examination Requirements:

Working Environment:

Incumbents work indoors and outdoors, and are frequently exposed to dust, fumes, and allergens and occasionally exposed to loud noise levels, inclement weather conditions, chemicals, mechanical and/or electrical hazards, and hazardous physical substances. Incumbents may interact with staff and/or public and private representatives in interpreting and enforcing departmental policies and procedures.

Physical Demands:

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; to operate a motor vehicle to visit various District sites; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone. Standing in and walking between work areas is frequently required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Incumbents in this classification frequently bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information. Incumbents must possess the ability to lift, carry, push, and pull materials and objects up to 50, and occasionally heavier weights with the use of proper equipment.

Hazards:

Conditions of Employment:

Official offers of employment are made by Mt. San Antonio College Human Resources and are made contingent upon Board approval. It is also required that a final offer of employment will only be made after the candidate has successfully been live-scanned and clearance for employment is authorized by Human Resources. Costs for live-scan services shall be borne by the candidate.

Notice to all prospective employees The person holding this position is considered a mandated reporter under the California Child Abuse and Neglect Reporting Act and is required to comply with the requirements set forth in Administrative Procedure 3518, titled Child Abuse Reporting, as a condition of employment.

As required by the Jeanne Clery Disclosure of Campus Security Policy and Campus Crime Statistics

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Act, the Mt. San Antonio Community College Annual Security Report is available here:
[url=http://www.mtsac.edu/safety/pdf/ASR_2017.pdf]Mt. SAC Annual Security Report 2017

The person holding this position is considered a Responsible Employee under Title IX of the Educational Amendments Act of 1972 and is required to report to the Colleges Title IX Coordinator all relevant details reported to him or her about an incident of alleged sexual misconduct including sexual harassment, sexual assault, dating and domestic violence and stalking.

Typing Certificate Requirements:

Special Notes:

Please note: A confirmation number will be assigned when your application packet indicates the supplemental questions have been answered and a document has been attached to each required link. Assistance with the online application process is available through the Office of Human Resources at 1100 N. Grand Avenue, Walnut, CA 91789-1399. Human Resources: (909) 274-4225. E-mail: [url=employment@mtsac.edu]employment@mtsac.edu.

DO NOT include photographs or any demographic information (e.g. D.O.B, place of birth, etc.) on your application or supporting documents.

TRAVEL POLICY: Costs associated with travel in excess of 150 miles one way from residence for the purpose of an interview will be fully reimbursed (at the economy rate). Relocation costs will be borne by the successful candidate. Travel reimbursement claims (original receipts) must be submitted no later than 30 days following the interview date.

Foreign Transcripts:

Foreign Transcripts: Transcripts issued outside the United States require a course-by-course analysis with an equivalency statement from a certified transcript evaluation service verifying the degree equivalency to that of an accredited institution within the USA. This report must be attached with the application and submitted by the filing deadline.

Inquiries/Contact:

Human Resources at 1100 N. Grand Avenue, Walnut, CA 91789-1399. Human Resources: (909) 274-4225. E-mail: [url=employment@mtsac.edu]employment@mtsac.edu.

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Selection Procedure:

A committee will evaluate applications, taking into account breadth and depth of relevant education, training, experience, skills, knowledge, and abilities. The screening committee reserves the right to limit the number of interviews granted. Meeting the minimum qualifications for a position does not assure the applicant of an interview.

Interviews may include a writing sample, committee presentation, and/or performance test. The start date will be following Board approval and receipt of live scan clearance.

Special Instructions to Applicants:

To be guaranteed consideration, it is the applicants responsibility to ensure that all required materials are received before the initial screening date and time indicated on the job posting. Incomplete application packets will not be considered. All application materials will become College property, will not be returned, and will not be copied. Please visit our employment website at [url=http://hrjobs.mtsac.edu]Mt. SAC Employment Website to complete and submit your application for this position.

Letters of Recommendation

Confidential letters of recommendation are not accepted for this position. All letters of recommendation must be uploaded to the application.

EEO Policy:

The College is an equal opportunity employer. The policy of the College is to encourage applications from ethnic and racial minorities, women, persons with disabilities, and Vietnam-era veterans. No person shall be denied employment because of race, religious creed, color, national origin, ancestry, physical disability, mental disability, medical condition, marital status, sex (gender), age, sexual orientation, or the perception that a person has one or more of these characteristics.

Conflict of Interest:

Mt. San Antonio College employees and the Board of Trustees members shall not engage in any employment or activity that is inconsistent with, incompatible with, or in conflict with Mt. San Antonio Colleges Administrative Procedures (AP 2710 Conflict of Interest, AP 2712 Conflict of Interest Codes).

Cancel RTF Policy:



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WE RESERVE THE RIGHT TO RE-OPEN, RE-ADVERTISE, DELAY OR CANCEL FILLING THIS POSITION.

THIS RECRUITMENT MAY BE USED TO FILL FUTURE VACANCIES.

To apply, visit [url=https://apptrkr.com/1721653]https://hrjobs.mtsac.edu/postings/7425

Contact Information

Please reference Academickeys in your cover letter when applying for or inquiring about this job announcement.

Please see the job description for contact details pertaining to this university job announcement.