



TITLE	CLASSIFICATION	SALARY GRADE/ASSIGNMENT
PETALUMA MICROCOMPUTER LAB TECHNICIAN	CLASSIFIED	GRADE: N MONTHS: 12
BOARD POLICY REFERENCE: 2005 Classification Review		Board Approved: 09/06

**JOB DESCRIPTION:**

Under general supervision, design, implement, analyze and troubleshoot campus-wide instructional lab and classroom servers and computer systems. Serves as a technical resource for faculty in the development and implementation in support of instructional curriculum; serves as an Information Technology Technician for instructional computing; installs and maintains instructional lab servers; trains faculty and staff in the use of and administration of instructional computer systems. Serves as a technical resource for the Networking Computer Lab at the Petaluma Campus. May serve as a lead worker to other classified staff in the area; and performs related work as required.

**SCOPE:**

The Petaluma Microcomputer Lab Technician works to design, implement, troubleshoot and maintain instructional labs and classrooms for the Petaluma Campus and Technology Academy and provides expertise to enable the design and delivery of technical services.

**DISTINGUISHING CHARACTERISTICS:**

The Petaluma Microcomputer Lab Technician is distinguished from the Microcomputer Lab Specialist II by the increased scope in the design, planning and advanced implementation responsibilities for instructional labs and classrooms; resolves complex technical problems and focuses on the technical aspects of instructional computing labs and classes at the Petaluma Campus and Technology Academy. This classification also provides technical resources for the development and implementation of advanced information technology curriculum at the Petaluma Campus.

**KEY DUTIES AND RESPONSIBILITIES:**

*Examples of key duties are interpreted as being descriptive and not restrictive in nature.*

1. Implements solutions and instructional computing needs for the Petaluma Campus and Technology Academy.
2. Identifies, discusses, troubleshoots and resolves technically complex server and computer system problems for Petaluma Campus instructional computing environment.
3. Researches and recommends computer software, hardware, peripheral equipment and other related supply purchases to meet instructional support needs; serves as a technical resource and makes recommendations on new computer technology.
4. Trains lab staff to maintain computer workstations and software installed in all labs and classrooms.
5. Works with faculty to support their instructional hardware and software needs in labs and classrooms.
6. Works with vendors and other technical resources to resolve hardware and operating system issues; researches and tests possible solutions; and implements solutions.

7. Performs hardware, operating system and application analysis; identifies and discusses installation and network access needs; determines appropriate access rights.

**KEY DUTIES AND RESPONSIBILITIES (cont.):**

8. Tests and implements needed desktop installation configurations.
9. Maintain established tracking system of instructional computing repairs.
10. May serve as a lead worker for other classified staff and student employees in the area.

**EMPLOYMENT STANDARDS**

**ABILITY TO:**

Develop, plan and implement networked computer labs, workstations and servers using multiple operating systems, software and hardware; support computer labs by providing consultation, training and technical backup for staff; troubleshoot networked computer lab systems including servers, workstations, network equipment in an instructional lab/classroom environment; present instructional computing systems and related programs to an audience; write and communicate clearly in technical documentation and instruction; give and follow oral and written communications; act as a lead worker to other classified staff in the area; maintain cooperative working relationships; demonstrate sensitivity to, and respect for, a diverse population.

**KNOWLEDGE OF:**

Computing network systems, principles and techniques; network server administration procedures and practices; local area networking and troubleshooting principles and practices; networking protocols; server and desktop operating systems; networking hardware; network firewalls; and network management/monitoring software applicable to an instructional computing lab and classroom environment.

**MINIMUM QUALIFICATIONS:**

*Candidates/incumbents must meet the minimum qualifications as detailed below, or file for equivalency. Equivalency decisions are made on the basis of a combination of education and experience that would likely provide the required knowledge and abilities. If requesting consideration on the basis of equivalency, an Equivalency Application is required at the time of interest in a position (equivalency decisions are made by Human Resources, in coordination with the department where the vacancy exists, if needed.)*

*Education:*

An Associate's Degree with related college coursework, An industry recognized professional networking certification, such as MCSE (Microsoft Certified System Engineer) or CCNA (Cisco Certified Network Associate).

*Experience:*

Two years planning and implementing information technology related services and resources, preferably in a multi-curriculum instructional environment. Experience administering a heterogeneous, multi-protocol network using a combination of network operating systems is desirable. Experience working with various networking equipment is desirable.

**SPECIAL REQUIREMENTS:**

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Must be able to sit for a prolonged period of time in front of a computer monitor. Must be able to perform physical activities such as, but not limited to, bending, standing, climbing or walking.