Support cloud computing efforts (i.e., cloud environments, virtual environments, web-based software).

Identify vendors and order parts as necessary, send equipment to outside contractors for repairs as needed. Perform preventive maintenance on computers, and associated equipment as needed.

Provide advanced technical support in printing, copying, and scanning related issues for multi-function printers, scanners, and copiers across the district.

Assist in the design of computer systems and recommend improvements and enhancements; modify existing equipment to improve performance and reliability.

Provide assistance, information and technical expertise to faculty and staff regarding the safe and proper operation and maintenance of assigned equipment; refer to the Acceptable Use Policy.

Provide guidance to staff regarding technology needs and usage.

Prepare and maintain a variety of records related to equipment maintenance and repair, inventory control, software and licensing agreements.

Perform other duties as assigned.

KNOWLEDGE OF:

Advanced knowledge of computer hardware and software

Basic knowledge of network operations, protocols, and capabilities

User account administration, including interaction with authentication systems

Computer hardware, software, and peripheral installation and operation

Repair and troubleshooting procedures for computers, printers, monitors and instructional technologies equipment and systems

Operating systems and commonly used application programs

Server and desktop virtualization environments, software and hardware

Goud computing applications

Mobile applications

Basic networking principles, theories and practices and troubleshooting

ABILITY TO:

Adapt to changing technologies and learn functionality of new equipment and systems.

Read, interpret, and apply detailed technical written and oral instructions.

Diagnose equipment and software problems using software and hardware based diagnostic tools

Respond to user requests for assistance and provide technical support hardware and software/malfunctions

Perform complex tasks related to the operation and maintenance of assigned instructional technologies