

**RIVERSIDE COMMUNITY COLLEGE DISTRICT  
CLASSIFIED POSITION DESCRIPTION**

**JOB TITLE:** Computer Technician

**BASIC FUNCTION:** Under the supervision of the area Supervisor/Manager, the Computer Technician provides technical support for microcomputer software and hardware and is responsible for support the needs of the both administrative and academic district users.

**PROVIDES WORK OR LEAD DIRECTION TO:** Not applicable

**REPRESENTATIVE DUTIES:**

1. Complete daily tasks of assigned service tickets.
2. Journals assigned service tickets status daily.
3. Ensures that service tickets are routed to appropriate groups.
4. Assist with installation and inventory of computer hardware and software.
5. Installation of printers, scanners, and other related computer peripherals
6. Assists in troubleshooting and problem resolutions.
7. Assist completing assignment with short deadlines.
8. Learns and remains knowledgeable about micro computing technology and applications.
9. Participates in District-provided in-service training programs.
10. Maintains a friendly, supportive atmosphere for students, staff, faculty, and the public.
11. Performs other duties, related to the position, as assigned.

**EDUCATION:** Any combination of education and experience equivalent to an associate's degree, bachelor degree preferred.

**EXPERIENCE:** At least one year of professional experience maintaining microcomputer software and hardware.

**LICENSES/CERTIFICATIONS:** None.

**KNOWLEDGE OF:** Computer hardware, software applications and installation, local area networks, and wide area networks; helpdesk procedures and practices; written and oral communication skills; the operation of a computer and assigned software; interpersonal skills using tact, patience, and courtesy; health and safety regulations; technical aspects of field of specialty.

**ABILITY TO:** Work independently and as a member of a team; establish and maintain effective relationships with staff, faculty and student.

**OTHER:** Candidate must demonstrate clear evidence of sensitivity to and understanding of the diverse academic, socioeconomic, cultural, disability, and ethnic backgrounds of community college students, staff, and the community.

**CONTACTS:** Co-workers, other departmental staff, faculty, vendors, and students.

**WORKING CONDITIONS:** Normal office environment.

The Riverside Community College District is an equal opportunity employer and recognizes the need to provide reasonable accommodations to employees with disabilities. For more information, contact (951)222-8039.

September 2010