

# ANNOUNCEMENT OF EMPLOYMENT OPPORTUNITY

## Central Services

### Workstation and Systems Support Technician II

Job #07-097

Closing Date: 02/23/07

The Foothill-De Anza Community College District is currently accepting applications for **Workstation and Systems Support Technician II, Central Services**.

#### **DUTIES AND RESPONSIBILITIES OF THE POSITION INCLUDE:**

Under the direction of the Supervisor, Technical Services, troubleshoot, service, maintain and repair computers, peripherals, audio visual, multimedia and other electronic equipment. Diagnose system failures and isolate faulty parts, repair or replace parts, monitor equipment, and contact maintenance vendors. Verify and test systems before returning to original location. Assure proper operation of computer systems and servers. Configure and debug network desktop applications and systems including TCP/IP, network printers, and security management. Create and maintain various user accounts on computer systems. Prepare documentation on various areas of responsibility and create status reports during designated timeframes. Coordinate the administration and maintenance of technical functions as they relate to multi-vendor equipment and software. Assure equipment and software used in classrooms and laboratories are maintained at the highest standards of technology. Communicate with various departments to determine current and future technical needs. Promote the use of new technology equipment and software for future network expansion. Consult with faculty and staff on evaluating equipment for purchase. Drive to various locations to set up and modify new and existing computer workstations. Communicate with vendors and staff regarding software maintenance, and materials and product capabilities. Monitor system backups, and maintain and schedule back-up procedures. Perform related duties as assigned.

#### **MINIMUM QUALIFICATIONS:**

1. Understanding of, sensitivity to, and respect for the diverse academic, socio-economic, ethnic, religious, and cultural backgrounds, disability, and sexual orientation of community college students, faculty and staff.
2. Any combination equivalent to an Associate's degree in computer science or related field.
3. Two years experience in computer/electronic service and repair, and systems support.

In addition, successful candidates will demonstrate the following:

1. Knowledge of Microsoft Windows 2000 and XP.
2. Knowledge of Apple OS X.
3. Knowledge of desktop support in a network environment (i.e. TCP/IP, configuration and troubleshooting).

4. Knowledge of the methods and procedures used in the operation of electronic computers and peripheral equipment.
5. Knowledge of troubleshooting, diagnostic techniques, procedures, and equipment and tools used in electronics and computer repair.
6. Knowledge of computer hardware systems and software applications.
7. Ability to maintain current knowledge of technological advances in the field.
8. Ability to communicate effectively both orally and in writing.
9. Ability to meet schedules and timelines.
10. Ability to work in a team environment.
11. Ability to establish and maintain cooperative and effective working relationships with others.

#### **APPLICATION MATERIALS:**

1. A District application to be completed at [www.fhdajobs.net](http://www.fhdajobs.net) (a paper application is available by visiting [www.fhda.edu](http://www.fhda.edu) or by contacting Employment Services).
2. Resume of all work experience, formal education and training.
3. Cover letter addressing your qualifications for the position of Workstation and Systems Support Technician II.
4. A separate document that provides information which demonstrates your understanding of, sensitivity to, and respect for the diverse academic, socio-economic, ethnic, religious, and cultural backgrounds, disability, and sexual orientation of community college students, faculty and staff.

Incomplete application packets will not be forwarded to the search committee for review.

Application materials become the property of the District and will not be returned.

#### **CONDITIONS OF EMPLOYMENT**

**Salary:** \$4,783.27 per month plus benefits; level N-55

**Position:** Full-time, Permanent, 12 months per year

**Starting date:** As soon as possible upon completion of the search process.

Excellent benefits package which includes full cost medical coverage for employee and eligible dependents, dental, vision care, employee assistance program, long-term disability, retirement benefits and basic life insurance.

-OVER-

For information on our benefits package that includes fully paid medical for employees and dependents, visit our web site:

<http://hr.fhda.edu/benefits>

Persons with disabilities who require reasonable accommodation to complete the employment process must notify Employment Services no later than the closing date of the announcement.

The successful applicant will be required to provide proof of authorization to work in the U.S.

All interviewing costs incurred by applicant are the responsibility of the applicant.

For more information about our application process contact:

Employment Services

Foothill-De Anza Community College District

12345 El Monte Road

Los Altos Hills, California 94022

(650) 949-6217

Email: [employment@fhda.edu](mailto:employment@fhda.edu)

<http://www.fhda.edu>