

# ANNOUNCEMENT OF EMPLOYMENT OPPORTUNITY

## Central Services

### Senior Workstation and Systems Support Technician

Job #07-187

Closing Date: 06/01/07

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

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

Under the direction of the Supervisor, Technical Services, serve in a lead capacity, troubleshooting and performing skilled repair, maintenance and installation of servers, computers, and peripheral devices. Install and configure personal computer hardware and software. Install, maintain, and troubleshoot multiple server hardware and software systems. Monitor performance and recommend upgrades. Plan and implement desktop services, servers and operating systems in a network environment. Manage hardware and software in several large-scale computer labs. Drive to various locations to set-up and modify new and existing computer workstations, servers and network components. Configure and debug servers and network desktop computers to include TCP/IP, network printers, security management, and other applications. Monitor server and disk utilization, evaluate capacity planning requirements, and provide recommendations. Write programs and scripts to accommodate the needs of various departments. Assist the Network and Systems staff in developing and maintaining a network server security plan. Install various devices, equipment and software requiring scripting, modifications, debugging and compliance of code utilizing related operating systems, utilities and tools. Answer questions and perform research. Formulate and propose solutions for various server and client/ server functions. 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. Three years experience in computer/electronic service and repair.
4. A valid California driver's license.

In addition, successful candidates will demonstrate the following:

1. Knowledge of methods and procedures pertaining to the operation of computers and peripheral equipment.
2. Knowledge of diagnostic techniques, procedures, equipment and tools used in electronic and computer repair.
3. Knowledge of Microsoft 2000/XP and Mac OS X.
4. Knowledge of and ability to image and re-image computer workstations.

5. Knowledge of the technical aspects of workstation and systems support.
6. Knowledge of record keeping techniques, and the preparation and maintenance of records and files.
7. Ability to configure and maintain a computer license key server.
8. Ability to troubleshoot, service, maintain and repair computer, peripheral, and other electronic equipment.
9. Ability to operate various tools and electronic test equipment to troubleshoot and repair equipment.
10. Ability to provide technical assistance to computer systems users.
11. Ability to provide technical support and correct computer malfunctions.
12. Ability to communicate effectively both orally and in writing.
13. Ability to plan and organize work to meet schedules and timelines.
14. Ability to maintain current knowledge of technological advances in the field and implement changes based on these advances.
15. Ability to unpack, set-up, configure and install new equipment including lifting and carrying equipment.

#### **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 **Senior Workstation and Systems Support Technician**.
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:** \$5,405.62 per month plus benefits; level N-60

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

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

-OVER-

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.

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>