ANNOUNCEMENT OF EMPLOYMENT OPPORTUNITY
Central Services
Workstation and Systems Support Technician I

Job #07-189   **Closing Date: 06/01/07**

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

DUTIES AND RESPONSIBILITIES OF THE POSITION INCLUDE:

Under the direction of the Supervisor, Technical Services, troubleshoot service, maintain and repair computers, peripherals, audiovisual, multimedia and other electronic equipment. Inventory, install and configure personal computer hardware and software, and deploy images onto desktops and laptops. Diagnose system failures and isolate faulty parts; repair or replace parts. Contact and monitor equipment maintenance vendors. Verify and test systems before returning to appropriate location. Serve as a resource for computer purchase upgrades and emerging technologies. Consult with faculty and staff regarding evaluation of equipment prior to purchase. Adhere to hardware, software, and service standards and polices at all times. Recommend system and software upgrades for increased productivity and compatibility. Provide assistance to students, faculty and staff on utilizing computer and software programs including the proper use of audiovisual or electronic equipment. Order parts, schedule repairs, and complete related paperwork for warranty claims. Deliver computer hardware and audiovisual equipment to classrooms and offices or other locations. Install and maintain computer and peripheral equipment for classrooms and offices; schedule equipment usage. Establish and maintain schedules and accurate inventory and control procedures. Utilize various programs to generate, review, and maintain reports and logs, and evaluate system information. Create status reports during designated timeframes. Research information and utilize a variety of sources to assist in the repair and upgrade of computer, peripheral and electronic equipment. Work at the call center to assist in troubleshooting desktop related issues. Purchase materials and equipment and prepare requisitions. Oversee the work of temporary employees and provide training on technical issues. Attend meetings and drive to various locations to set up and modify new and existing computer workstations. Perform related duties as assigned.

MINIMUM QUALIFICATIONS:

1. Understanding of, sensitivity to, and respect for the diverse academic, socio-economic, ethnic, cultural, disability, religious background 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.
4. A valid California driver's license.

In addition, successful candidates will demonstrate the following:
1. Knowledge of Microsoft 2000/XP and Mac OSX.
2. Knowledge of desktop support in a network environment (i.e. TCP/IP, configuration and troubleshooting).
3. Knowledge of the methods and procedures of operating computers and peripheral equipment.
4. Knowledge of multimedia and audiovisual equipment.
5. Ability to maintain current knowledge of technological advances in the field.
6. Knowledge of troubleshooting, diagnostic techniques, procedures, equipment, and tools used in electronics and computer repair.
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.
12. Ability to unpack, set-up, configure and install new equipment including lifting and carrying equipment.
13. Ability to maintain accurate records within a database ensuring consistency and quality.

APPLICATION MATERIALS:
1. A District application to be completed at www.fhdajobs.net (a paper application is available by visiting 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 I.
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: $4,234.18 per month plus benefits; level N-50
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
http://www.fhda.edu