El Camino College

Computer Systems Support Technician

ABOUT THE ROLE

Under the direction of the Technical Services Supervisor, provide technical support for District employees by installing, supporting and maintaining all PC hardware, software and peripherals. Install and support laptop and desktop computers and peripherals. Install, configure software and resolve problems as referred by El Camino Help Desk or management and assist users with technical questions as needed.
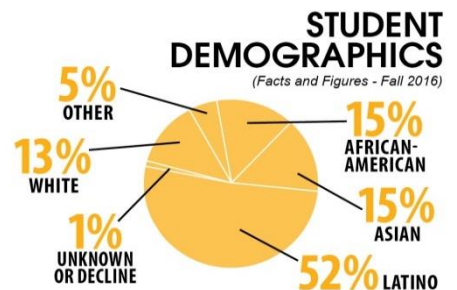
ABOUT EL CAMINO COLLEGE

El Camino College (ECC) is located on the ancestral lands of the Gabrielino-Tongva people, the traditional caretakers of Tongvaangar (the Los Angeles basin, Southern Channel Islands) and occupies 126-acres near Torrance, California. We are located in Los Angeles County, just minutes from South Bay beaches. Our community serves a diverse student population including new and re-entering students and those pursuing certificate, degree, and transfer goals.

As a comprehensive two-year college, El Camino College serves thousands of students each semester, the majority of whom are from diverse populations. The ideal candidate will share ECC's commitment to educating its racially and socio-economically diverse student population including students with disabilities, veterans, working parents, and evening students. El Camino College provides many opportunities for students to succeed with hundreds of students transferring each year to four-year universities around the country. Top transfer institutions include UCLA, USC, and UC Davis. El Camino College is regularly among the top five community colleges in Southern California for students admitted to CSUs, and the top ten for UCs. Students are also supported by an extensive scholarship program, with approximately $600,000 awarded annually.

MISSION STATEMENT

El Camino College makes a positive difference in people's lives. We provide innovative and excellent comprehensive educational programs and services that promote student learning, equity, and success in collaboration with our diverse communities.

STUDENT DEMOGRAPHICS
(Facts and Figures - Fall 2016)

- 5% OTHER
- 13% WHITE
- 1% UNKNOWN OR DECLINE
- 15% AFRICAN-AMERICAN
- 15% ASIAN
- 52% LATINO

COMPUTER SYSTEMS SUPPORT TECHNICIAN

Division: Information Technology Services
Posting Closing Date: 2/1/2024
Req: C2324-023
Position Type: Classified

REPRESENTATIVE DUTIES

Provide technical support, user assistance and training; respond to user questions and concerns and assist in interpreting user needs and implementing solutions.

Troubleshoot equipment problems; diagnose and resolve problems and malfunctions related to personal computers and peripherals; inspect and test equipment to determine feasibility of repair; order and install replacement parts or secure warranty-covered repair; operate test equipment and related tools and equipment.

Install, repair and maintain a variety of equipment including microcomputers and terminals and related cabling and connections to peripherals, circuit boards and additional memory, serial ports and network interface cards.

Perform related duties as assigned.

JOB QUALIFICATIONS

Education and Experience:
Any combination equivalent to: Two years of college course work in electronics and four years experience in the maintenance and repair of electronic and computer related equipment.

OTHER DESIRED QUALIFICATIONS

Knowledge/Areas of Expertise:
Computer hardware, software and peripherals such as central processing units, servers, monitors, cables, network systems, printers, plotters and modems.
Functions, operations and technology related to District financial, business, and administrative applications and related hardware and software.
Current technology related to applications, networks and telecommunications and the equipment and software required to maximize system support.
Procedures for installing, configuring, upgrading, troubleshooting and repairing applicable software, hardware and peripherals.
Principles, practices, hardware and software related to the establishment and maintenance of LAN's and WAN's.
Techniques for explaining technical concepts and procedures to non-technical users.

Abilities/Skills:
Install, configure and upgrade operating systems and software.
Install, configure, assemble and repair computers, monitors, network infrastructure and peripherals.
Monitor the District's LAN's and WAN's.
Troubleshoot and solve hardware and software problems.
Instruct users on new or upgraded computer applications and hardware.
Use initiative and independent judgment within established guidelines and procedures.
Organize one's own work, set priorities, and meet critical deadlines.
Communicate effectively with others to exchange or convey information.
Work independently with little supervision.

Maintain current knowledge of trends and developments.

WORKING CONDITIONS
Varying settings: Office, workshop, other.
Extensive computer work.
Frequent awkward positions to access computer related components.
Long periods of standing and sitting.
Lift and carry up to 40 lbs.
Move from one work area to another as needed.
Dexterity with hands and fingers to use delicate equipment and tools.

CLOSING DATE: THURSDAY, FEBRUARY 1, 2024

SALARY: **Starting salary is $6,860 per month.** Generally, new employees start at the first step on the salary schedule. Advanced salary placement may be considered on a case-by-case basis. Salary increases are granted on the first day of the month following each year of service, until Step F is reached ($8,827 monthly).
Employees contribute 8% of their earnings toward the Public Employees Retirement System (PERS).

CONDITIONS OF EMPLOYMENT
This is a full-time, twelve-month position subject to a probationary period. The standard work week is 40 hours of scheduled duty per week of not more than five consecutive work days. Schedule may vary to include hours outside of the normal work schedule and weekends depending on operational need.

Offer and acceptance of employment is subject to verification of all information provided on the employment application, credential(s), and transcripts. Candidates selected for employment must agree to be fingerprinted, submit Certificate of Completion of the Tuberculosis Risk Assessment and/or Examination, provide proof of eligibility for employment in the United States, and present a valid Social Security card upon hire.

ADA ACCOMMODATIONS
Applicants with disabilities requiring special accommodations must contact the ADA Compliance Officer at least five (5) working days prior to the final filing date: ADA Job Applicant Accommodation Request (maxient.com)

BENEFIT HIGHLIGHTS

Health, Life, Dental and Vision Insurance
The College provides a diversified insured benefit program for all full-time employees, including medical, dental, vision and life insurance. Dependent medical, dental, and vision insurance is available, toward which both the College and the employee contribute.

Sick Leave and Disability
Paid sick leave is granted equal to one day for each month of service. Sick leave days may be accumulated indefinitely. Rather than State Disability Insurance.

Retirement
Public Employees Retirement System (PERS) and Social Security. Previous employment performed in a different public retirement system may allow eligibility to continue in the same retirement system.

Summer Work Hours
During the summer, employees work eight 32-hour work weeks with full pay.

TO APPLY

An applicant must submit the following by the closing date:

1. Online application: http://www.elcamino.edu/jobs
2. Résumé including educational background, professional experience, and related personal development and accomplishments.
3. Pertinent transcripts as stated in the required qualifications. (Unofficial computer-generated academic records/transcripts must include the name of the institution and degrees awarded to be acceptable.) Multiple page transcripts must be loaded as **ONE PDF** document.

   Foreign Transcripts: Transcripts issued outside the United States of America require a course-by-course analysis with an equivalency statement from a certified transcript evaluation service verifying the degree equivalency to that of an accredited institution within the USA. For information on transcript evaluation services, please visit: http://www.ctc.ca.gov/credentials/leaflets/cl635.pdf.

IMPORTANT NOTE: Documents submitted or uploaded for a previous position cannot be reused for other positions. You must submit the required documents for each position you apply for by the closing date. Failure to do so will result in an incomplete application. Applications with an incomplete status will not receive consideration. *You may check the status of your application online.*

If you need assistance you may call 310-660-3593 Ext. 3807 between the hours of 8:00 a.m. and 4:00 p.m., Monday through Friday or by email at hr@elcamino.edu.

Due to the large volume of calls received on closing dates, we highly recommend that you **do not wait** until the last day to apply so that we may assist you with questions or technical matters that may arise. Give yourself sufficient time to complete the profile, which may take 45 minutes or more. Positions close promptly at 3:00 p.m. PST (pacific standard time).

FOR FURTHER INQUIRIES OR APPLICATION MATERIAL SUBMISSION QUESTIONS, CONTACT:

El Camino College
HR Service Partner
Mark Rogers
310-660-3593, Ext. 3479
mrogers@elcamino.edu
16007 Crenshaw Boulevard
Torrance, CA 90506

JEANNE CLERY ACT COMPLIANT

In accordance with the Jeanne Clery Disclosure of Campus Security Policy and Campus Crime Statistics Act, El Camino College has published an Annual Security Report and all required statistical data. These publications include Clery crime statistics for the previous three years relevant to El Camino College classes and activities, in addition to institutional policies concerning campus safety and security. The information is also available in printed form in the lobby of the Police Department and in select locations on campus. Upon request, the Campus Police Department can provide or mail out copies of this publication. Contact them at 310-660-3100.

EL CAMINO COLLEGE IS AN EQUAL OPPORTUNITY EMPLOYER

The El Camino Community College District is committed to providing an educational and employment environment in which no person is subjected to discrimination on the basis of actual or perceived race, color, ancestry, national origin, religion, creed, age (over 40), disability (mental or physical), sex, gender (including pregnancy and childbirth), sexual orientation, gender identity, gender expression, medical condition, genetic information, marital status, military and veteran status, or retaliation; or on any other basis as required by state and federal law.