DEFINITION

Under the direction of an assigned supervisor, ensure all installed software and media of the campus is licensed, legal, updated, and appropriately distributed, stored, copied, and maintained. Coordinate acquisition and installation of software and provide technical support to faculty, staff, and administrators. Incumbents may also perform technical work in a LRC or Computing Lab and serve as gatekeeper for web authoring access.

DISTINGUISHING CHARACTERISTICS

This class is responsible for the records maintenance regarding lawful use and application of administrative and educational software at a campus. Incumbents work independently or may take direction from a Network Specialist and provide work direction to Instructional Assistants and/or student aides or hourly assistants.

EXAMPLE OF DUTIES

1. Participate in the specification, selection, evaluation, and acquisition of equipment and software purchases; contact vendors to assess software, equipment, and supplies and support; coordinate preview service to faculty/staff for new materials for their purchase selection. Conduct research and analyses of software as related to campus needs.

2. Order, receive, catalog, register, and store supplies, materials, and equipment, including computer components; maintain inventories ensuring that adequate quantities are available for timely distribution and use; order replacements as necessary.

3. Schedule installation of software, media, computer equipment, and peripherals; assist users by pre-testing software and equipment and correcting discrepancies that may arise; assist Network Specialist in troubleshooting, networking, connections, and imaging. Control the circulation of instructional supplies, materials, and equipment to students and instructors by checking items in and out; maintain appropriate records and inventories and order replacement items as necessary according to approved procedures.

4. Prepare and issue materials and equipment for students, staff, and faculty use. Maintain appropriate records of use for computer equipment and software for demonstration by instructors or for use by students, faculty, or staff according to approved procedures.

5. Assist end-users with administrative problems and procedures. Assist faculty, staff, and students in the use and operation of computers and associated instructional software. Provide information on software specifications and use on campus.

6. Prepare correspondence, memos, and reports; maintain a variety of inter-related record and files. Maintain licensing agreements and records.

7. Operate a variety of office machine and equipment, such as mobile data devices, data entry, computer hardware and software, and copiers.

8. Train and assist faculty, staff, and students in the use of microcomputer software. Provide work direction to classified staff, student aides, and hourly assistants.
9. May represent department or unit in meetings or conferences; act as liaison between designated area and other segments of the District or the public.

10. Serve as gatekeeper for District Unofficial Website; assign user accounts and levels of access.

11. Perform related duties as assigned.

**DESIRABLE QUALIFICATIONS**

**Knowledge:**
- Applicable laws and regulations related to Software Licensing.
- Basic knowledge of operating systems, networking, and client-servers.
- Operational knowledge of word processing, spreadsheet, and database programs and web-authoring applications.
- District organization, operations, policies, and objectives.
- English usage, grammar, spelling, punctuation, and vocabulary.
- Operation, use, maintenance, and repair of instructional media services machines and equipment.
- Oral and written communication skills.
- Principles and practices of work direction and training.
- Principles of computers, computer laboratories, and the Computer Science field.
- Principles, practices, and procedures of a learning resources facility.
- Record-keeping techniques.
- Safety regulations involving equipment, including computers and materials found in a learning resources center.
- Technical aspects of media production; recent media technology, production, and equipment.

**Skills and Abilities:**
- Assemble, maintain, and make minor repairs to media equipment and computers and peripheral equipment.
- Communicate effectively both orally and in writing.
- Coordinate technical instructional media services and distribution of equipment and software.
- Establish and maintain effective working relationships with others.
- Interpersonal skills using tact, patience, and courtesy.
- Issue, receive, and ensure the care and security of assigned equipment, materials, and supplies.
- Maintain records and prepare reports.
- Meet schedules and time lines.
- Operate a variety of instructional services media equipment and machines, such as AV equipment and computer hardware and software.
- Plan and organize work.
- Provide technical information and assistance related to instructional services to administrators, faculty, staff, and students.
- Relate effectively with people from varied cultural and socio-economic background.
- Remain current on and comply with applicable laws and regulations.
- Train and furnish work direction to others.
- Understand and follow oral and written directions.
- Work cooperatively with others.
- Work independently with little direction.

**Training and Experience:**
- Any combination of training and experience equivalent to: satisfactory completion of 15 semester units of courses related to library/media technology, learning resources, or computers and telecommunication and two years of successful work experience including detailed reporting.
License:
Valid California driver's license.

WORKING CONDITIONS

Physical Requirements:
Category II

Environment:
Favorable, involves instructional lab settings or office environments.