

# HILLSBOROUGH COMMUNITY COLLEGE

## CLASS SPECIFICATION

<i>Class Title:</i> Systems Operations Technician			<i>BOT Date:</i> June 22, 1998
<i>Level:</i> H	<i>FLSA Status:</i> Non-exempt	<i>Class Code:</i> N0802	<i>Adm. Rev:</i>

### GENERAL DESCRIPTION

Provides district-wide support to Physical Plant Office PCs and Building Management Network software, including installations, programming, maintenance, and repairs. Troubleshoots electrical equipment problems and provides solutions. Installs, repairs, and maintains HVAC equipment in proper working order. Provides ongoing technical and mechanical support to staff.

### KEY RESPONSIBILITIES

### % OF TIME

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1.*	Installs, maintains, and programs supporting software for the district-wide Building Management Network. Troubleshoots problems and performs repairs as needed.	20%
2.*	Maintains and repairs all Physical Plant office PC's district-wide including, but not limited to, installation and replacement of hard drives, modems, memory, CD-ROMS, motherboards and software.	20%
3.*	Repairs, installs and maintains HVAC equipment district-wide; identifies equipment problems and works to resolve.	20%
4.*	Performs electrical repairs and installations; identifies electrical problems and works to resolve.	10%
5.*	Initiates work orders as needed and procures petty cash to purchase parts and materials needed to complete open work orders.	10%
6.	Installs and maintains programmable control modules, command units, variable air volume boxes, unit control modules.	10%
7.	Assists other employees in resolving technical and mechanical problems.	10%
8.	Performs other similar and related duties as assigned.	

\* Indicates an "essential" job function.

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<b>KEY JOB REQUIREMENTS</b>		
<i>Education:</i>	Associate's Degree or Two Year College equivalent required.	
<i>Experience:</i>	3 to 5 years.	
<i>Planning Scope:</i>	Plan events that are expected to occur in the next one to three months or on a quarterly basis.	
<i>Planning Level:</i>	The primary scope of planning activities in this position affects the section or large group.	
<i>Impact on Budgets:</i>	Provide supportive advice, analysis, or related services which impact the expense or revenues but with no authority to actually spend the budget. May collect or process revenues/expenses.	
<i>Impact on Grant Funds:</i>	No impact on grant funds.	
<i>Impact on Revenue Generating:</i>	No impact on revenues.	
<i>Impact of Decisions:</i>	Makes recommendations or decisions which typically affect the assigned department, but may at times affect operations, services, individuals, or activities of my campus.	
<i>Complexity:</i>	Work is complex and varied and requires the selection and application of technical and detailed guidelines. Moderate analytic ability is needed to gather and interpret data where results/answers can be found after analysis of several facts.	
<i>Decision Making:</i>	Independent judgment is required to identify, select, and apply the most appropriate of available guidelines and procedures, interpret precedents, and adopt standard methods or practices to meet variations in facts and/or conditions.	
<i>Problem Solving:</i>	Problems are not easy to identify, but are similar to those seen before. Solutions can often be found by using methods chosen before in similar situations.	
<i>Internal Contacts:</i>	Regular contacts to carry out programs and to explain non-specialized matter, or occasional contacts with officials at higher levels on matters requiring cooperation, explanation and persuasion.	
<i>External Contacts:</i>	Regular external contacts to carry out organization programs and to explain non-specialized matter, or work requiring continuing personal contact with the public involving the enforcement of laws, ordinances, polices and procedures.	
<i>Level of Supervisory Responsibility:</i>	Responsible for orienting and training others, and assigning and reviewing their work. May be responsible for acting in a "lead" or "senior" capacity over other positions performing essentially the same work.	
<i>Nature of Work Supervised:</i>	Nature of work supervised is primarily technically oriented or complex.	
<i>Job-Related Knowledge:</i>	Requires extensive knowledge of a distinct trade or technical function. Knows policies and procedures, and can recommend a course of action based upon these guidelines, modifying existing methods or procedures as necessary.	
<i>Innovation/Creativity:</i>	Work requires using original and creative thinking to develop new, moderately complex results. The results generally impact several work groups, a large project or an extended customer base.	
<i>Working Conditions/ Physical Effort:</i>	Work requires only minor physical exertion and/or physical strain. Work environment involves only infrequent exposure to disagreeable elements.	