

CLASSIFICATION TITLE: *Technology Support Specialist*

Salary Range: 23

DESCRIPTION OF BASIC FUNCTION AND RESPONSIBILITIES:

Under general supervision, to perform a variety of professional duties involved in installing, maintaining and troubleshooting computer equipment and related materials; to provide instruction and assistance to staff in the use and operation of computer equipment; and to perform a variety of clerical duties as assigned.

DIRECTLY RESPONSIBLE TO:

Under the immediate supervision of the Director of Information Technology

SUPERVISION OVER:

None

ESSENTIAL DUTIES AND RESPONSIBILITIES:

(Any one position may not include all of the listed duties, nor do all of the listed examples include all tasks which may be found in positions within this classification.)

Technical Support:

Installs microcomputers and related peripheral equipment including printers and scanners. Connects computers to local area networks and configures computers to access the network and Internet. Troubleshoots and maintains computer equipment; performs diagnostics on microcomputers to determine problem correction procedure; perform minor repairs of microcomputers; maintains standard computer configuration for classroom and office computers. Completes documentation required for work order tracking and parts acquisition/billing and inventory.

Network Management:

Under supervision performs basic server management; creates user accounts, reassigns passwords, and installs applications; manages backups and troubleshoots minor problems. Under supervision, troubleshoots and maintains the network infrastructure; coordinates installation of additional Ethernet cabling with school and district administrators and the appropriate vendor.

Customer Service:

Determines requirement for service by effectively communicating with teachers and staff. Conducts one-on-one or small group computer training for teachers and other staff members. Provides support and training to outside school districts or other agencies as directed; maintain accurate time log for billing. Attends and participates in staff meetings and in-service activities; attends workshops, conferences, and classes to increase professional knowledge; stays abreast of new technologies and software.

Other:

Perform related duties and responsibilities as required.

MINIMUM QUALIFICATIONS:

Education:

A.A. in computer or electronics skills; alternately, 2-years experience in computer/network maintenance may substitute for higher education.

Training and Experience:

Two years experience in computer repair; experience in using a variety of software for personal computers and networks; experience in presenting training sessions.

License or Certificate:

Possession of, or ability to obtain a valid California driver's license.

Knowledge of:

computer hardware, electronics, and electrical principles; uses and operation of microcomputers and peripheral equipment; basic Ethernet Switching equipment; basic knowledge of network operating systems, ethernet wiring standards and practices and basic network troubleshooting techniques; database management, word processing, and electronic spreadsheet computer software applications; user training principles and practices; basics/fundamentals of TCP/IP, routing, telecommunications, WAN operations and principles; recent developments, current literature, and sources of information regarding computer systems.

Ability to:

operate a variety of highly technical computer equipment and related peripheral equipment; operate modern office equipment; learn the functions and procedures of assigned duties; learn new software products with and without formal training; read, interpret, and apply concepts found in complex technical publications, manuals and other documents; independently set up and operate microcomputer systems and peripheral equipment; identify, analyze, and resolve computer systems and software malfunctions and procedural problems; teach adults to use computer applications; prepare and maintain accurate and complete records; understand and develop solutions to user problems; understand and follow oral and written instructions; communicate clearly and concisely, both orally and in writing; establish, maintain, and foster positive and harmonious working relationships with those contacted in the course of work.

Physical Requirements:

The usual and customary methods of performing the job's functions requires the following physical demands: lifting, carrying, pushing and/or pulling; some climbing and balancing, some stooping, kneeling, crouching; reaching, handling, fingering and/or feeling and facility to stand and walk for extended periods; manual dexterity to operate a telephone and enter data into a computer and operate power and motorized equipment; facility to appropriately lift and move objects up to 50 lbs; facility to sit at a desk, conference table or in meetings of various configurations for extended periods of time with or without reasonable accommodation; facility to see and read, with or without visual aids, laws and codes, rules, policies and other printed matter, and computer screens and printouts with or without reasonable accommodation; facility to hear and understand speech at normal room levels and to hear and understand speech on the telephone with or without reasonable accommodation; facility to speak in audible tones so that others may understand clearly in normal conversations, in training sessions, and other meetings with or without reasonable accommodation; when applicable, facility to determine and differentiate colors with or without reasonable accommodation; when applicable, facility to drive an automobile or to arrange a consistent method of transportation.