



## Classification Specification

### SITE TECHNOLOGY SUPPORT TECHNICIAN

<b>Department:</b>	Technology Services
<b>Reports To:</b>	Site Administrator
<b>Supervises:</b>	N/A
<b>Approval Date:</b>	June 24, 2020
<b>Revised Date:</b>	2010, 2020

#### **General Description:**

Provide a variety of information technology support at Temple City High School (TCHS); provide technology support to staff and students in the operation and use of personal computers, peripheral equipment, local area networks, administrative, and instructional software; troubleshoot computers and related device malfunctions; maintain and oversee computer labs; provide a variety of clerical support to support assigned site technology programs and services.

#### **Essential Duties and Responsibilities:**

- Implement methods and techniques for the installation and configuration of hardware, software, and network connectivity, methods, and techniques for analyzing the causes of and resolving hardware and software problems and failures of varying difficulty; ensure compliance with software security issues.
- Image and reimage computers.
- Install, maintain, and support computers in Windows, MAC, and Chrome operating systems.
- Receive, document, and coordinate inquiries and requests for technical assistance from users on PCs, laptops, printers, other peripheral equipment, site local area networks, and various server platform connections.
- Troubleshoot, diagnose, and resolve first and second level hardware, software, and network connectivity problems; refer more complex problems to senior information technology (IT) support staff, network administrators, and/or vendors for resolution.
- Serve as a technical support resource to students and parents by providing current information on technology equipment, software, and their use in the school environment.
- Organize and prepare computer labs for scheduled classes; provide student supervision in the computer lab; provide direct instructional support to students; demonstrate the use of hardware and software to class groups or individual students.
- Install and configure software in accordance with established criteria; install and configure specialized instructional and educational software as authorized; install, relocate, configure and

tag PC's, laptops, printers, hardware, devices, and other peripheral equipment for inventory purposes; establish and configure connectivity for hardware and devices to the district-wide network.

- Read and interpret technical documents such as operating instructions/technical docs.
- Diagnose hardware malfunctions; replace components and perform other minor maintenance and repair; install and configure replacement equipment; coordinate major repair of hardware with users, other district staff and/or outside vendors; assist certificated teachers in debugging systems problems.
- Assist users, in person and by telephone, to identify needs and problems and develop responses and solutions; assist users in resolving issues with email accounts/passwords, and access privileges for various computer systems.
- Perform website administration such as updating the TCHS website, maintaining computer lab/laptop cart reservations website, assist with Aeries database troubleshooting, reset student/staff passwords.
- Set up labs and areas for testing; install software; install secure testing browsers, proctor computer-based tests.
- Advise and assist users in developing requests for hardware and software purchases, ensuring that all required hardware and network components are compatible with district requirements and have been clearly and accurately described; follow up and advise staff on the status of requested purchases.
- Prepare/maintain accurate inventory of devices on campus, analyzes technology needs; evaluate devices for testing readiness, makes recommendations for future purchases.
- Perform a variety of clerical duties in support of assigned activities such as preparing, typing, duplicating materials and maintaining records and reports as assigned.
- Operate a variety of classroom and office equipment, including audio-visual equipment, a computer and assigned software.
- Train and provide guidance to school staff on new software or hardware; provide instruction in the operation and maintenance of audiovisual equipment and computers.
- Distribute and set up multimedia equipment for use by staff or community groups as necessary.
- Communicate and follow up with site administration and IT department to facilitate prompt resolution of all information technology issues.
- Perform other duties as required, related to the primary job duties of the assigned position.

#### **Required Qualifications:**

##### **Knowledge of:**

- Computer systems, including basic hardware troubleshooting and repair and software installation.
- Methods and techniques for the installation and configuration of hardware, software, and network connectivity.
- Methods and techniques for troubleshooting, analyzing the causes of, and resolving hardware and software problems and failures of varying difficulty.
- Maintaining and supporting Windows, MAC, and Chrome operating systems.
- AP computer-based testing requirements/installation.
- District information systems environment, platforms, and network infrastructure.
- Active directory system.

- District rules and regulations relating to the purchasing and distribution of materials.
- Standard office methods, practices, procedures, and machines.
- Basic instructional and training methods and techniques.
- Inventory methods and procedures.
- Correct English usage, grammar, spelling, punctuation, and vocabulary.
- Computer lab procedures and appropriate student conduct.
- Oral and written communication skills.
- Interpersonal skills using tact, patience, and courtesy.
- Basic record-keeping techniques.

**Ability to:**

- Diagnose hardware malfunctions, replace components, and performs other minor maintenance and repair.
- Install and configure replacement equipment, coordinate major repair of hardware with users, other district staff and/or outside vendors.
- Image/re-image computers.
- Assist users, in person and by telephone, to identify their needs, and problems and develop responses and solutions.
- Update school site webpages.
- Coordinate computer lab operations, including scheduling classes, maintaining lab computers, supervising students in computer labs and assisting teachers with computer-based instruction.
- Understand and follow oral and written directions.
- Communicate effectively both orally and in writing.
- Monitor, observe, and report student behavior and progress according to approved policies and procedures.
- Make group presentations on technology related topics.
- Determine technology needs of the site.
- Establish and maintain cooperative and effective working relationships with others.
- Operate a variety of office equipment including a computer and assigned software.

**Education:** One of the following: 1) Completion of an Associate of arts (AA) degree; 2) 48 units of course work at the college level. 3) High school graduation or the equivalent GED, and the successful completion of a comprehensive exam in the areas of reading, math, and written language.

**Experience:** Three (3) years experience in computers, software applications, and network management and some experience working with students in an organized setting.

**Licenses, Certifications, and other requirements:**

- Successful completion of an exam that assesses the individual's ability to work with children.
- Proof of current and valid Tuberculosis screening.

**Desirable Qualifications:**

- Some college-level coursework in computer science is desirable, but not required.

**Working Conditions:**

**Work Environment:** The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Indoor/computer lab work environment with moderate noise levels.
- Regular contact with school age children and school staff.
- Fast-paced work environment with changing priorities.

**Physical Demands:** The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable the individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to:

- Stand and/or walk for extended periods of time; work sitting at a desk or table; hear and understand speech at normal levels; communicate so that others can clearly understand normal conversation; see for the purpose of reading or observing students.
- Bend, stoop, kneel, and reach in all directions; operate computers and other office equipment.
- May frequently be required to lift and/or move objects up to 50 lbs. in weight.
- Occasionally required to stand on a ladder up to 4 feet off the ground.

**Hazards:**

- N/A

The information contained in this job description is for compliance with the Americans with Disabilities Act (A.D.A.) and is not an exhaustive list of the duties performed.