Classification Specification

TECHNOLOGY SUPPORT SPECIALIST

Department:	Technology Services
Reports To:	Director of Technology
Supervises:	N/A
Approval Date:	June 24, 2020
Revised Date:	2010, 2020

General Description:
Perform a variety of technical duties in the installation, operation, maintenance, and repair of network systems, computers, telecommunication systems, and peripheral devices; install and configure operating systems and software; maintain network connectivity; provide technical assistance to district personnel.

Essential Duties and Responsibilities:
- Monitor, troubleshoot, and administer district network servers and computers; maintain the district Local Area Networks (LANs) and Wide Area Networks (WANs); perform backup of data on the network.
- Install, configure, and integrate network servers, hardware, and software applications; install wiring and other network hardware, including routers, hubs, and network interface cards for workstations and servers in the local-area network (LAN) and wide-area network (WAN).
- Investigate, troubleshoot, diagnose, and repair hardware, software, and network malfunctions as directed; update computer software as requested.
- Test incoming hardware and peripherals to ensure proper operation.
- Provides technical support to district personnel with district issued computers, tablets, mobile, and peripheral devices issues, workstations, projectors and network connectivity.
- Receive and log work order requests for computer hardware, software, and network maintenance and repairs; schedule and arrange for computer hardware, software, and network maintenance, installations and repairs as needed.
- Assist in the maintenance of specialized applications database servers.
- Install and maintain student database systems.
- Establish and maintain e-mail and user accounts.
- Maintain and configure antivirus programs.
- Maintain specialized programs for a variety of departments, including food service, maintenance, special education, and school media centers.
- Maintain account management on active directory.

- Set-up and maintain computers and peripherals at district sites.
- Perform a variety of duties in support of telecommunications equipment, service, and coordination; set-up and configure phones and voicemail.
- Image and deploy computers; re-image computer labs.
- Communicate with district personnel, vendors, and outside agencies to exchange information, coordinate activities and resolve issues or concerns; serve as a liaison between users, vendors and others.
- Research and make recommendations for technology software, hardware, and equipment.
- Operate a computer and assigned software; operate tools used in the repair, maintenance, and testing of computers, networks, phone lines, and related equipment.
- Prepare and maintain various records and reports concerning incoming work orders, maintenance, repairs and assigned activities.
- Attend meetings, trainings, and conferences as directed.
- Provide training and guidance to district personnel related to basic use of software programs, operating systems, and setting and resetting usernames/passwords.
- Perform other duties as required, related to the primary job duties of the assigned position.

Required Qualifications:

Knowledge of:
- Computer operating systems, peripheral equipment, software applications, hardware components, and languages utilized.
- Materials, methods, and tools used in the installation, operation, and general repair of computer systems and applications.
- Applicable student information systems.
- Network and software installation and configuration techniques.
- Telecommunications terminology and principles.
- Computer hardware problems and best practices for resolution.
- Basic cybersecurity systems and protocols.
- Maintenance of computers and peripherals such as printers and scanners.
- Diagnostic techniques and procedures used in computer repair.
- Network hardware component basic functions.
- Basic record-keeping and report preparation techniques.
- Oral and written communication skills.
- Interpersonal skills using tact, patience, and courtesy.

Ability to:
- Install, troubleshoot, and perform repairs on computers and peripheral equipment as appropriate.
- Troubleshoot and identify various symptoms of computer software and hardware malfunctions and suggest resolutions.
- Provide technical support to personnel concerning computer operations, software applications, and related malfunctions.
- Establish and maintain cooperative and effective working relationships with others.
- Communicate effectively both orally and in writing.
- Meet schedules and timelines.

- Analyze technology related situations accurately and adopt an appropriate course of action.
- Adapt to changing technologies and learn the functionality of new equipment and systems.
- Explain computer hardware and software problems to others.
- Understand and follow oral and written directions.
- Maintain records.
- Operate a variety of technology equipment, including desktop computers, laptop computers, tablets, printers, and mobile devices.
- Work independently with little direction.
- Plan, prioritize, and organize work.
- Work as part of a team and collaborate with others.
- Read and interpret technical documents such as operational instructions and technical procedures.
- Provide training to individuals or small groups.

Education: High school graduation or the equivalent GED.

Experience: Three years (3) experience in the installation, maintenance and repair of computer hardware, software applications, and network infrastructure equipment.

Licenses, Certifications, and other requirements:
- Valid California Class C driver's license.
- Proof of current and valid Tuberculosis screening.

Desirable Qualifications:
- Some college-level course work or training in computer science, software applications or related field is desirable, but not required.
- Applicable job-related technical certifications such as Cisco CCNA, NCSE, or Google 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/office work environment.
- Moderate levels of ambient noise.
- 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:
- Use fingers repetitively, use wrists or hands in a twisting motion or while applying pressure, use both hands simultaneously, have rapid mental and muscular coordination, hear and understand speech at normal levels; have the ability to distinguish color and shades.

- Sit at a desk for extended periods of time; stand and/or walk for extended periods of time.
- Occasionally required to lift and/or carry objects up to 25 lbs. in weight.
- Bend, twist, stoop, or kneel, and reach in all directions.

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.