

TECHNOLOGY SUPPORT SPECIALIST

DEFINITION

Under general supervision of the Director of Information Technology, provides dispatched user service support concerning the District computer system hardware and software applications; provides technical assistance to teachers, clerical staff, and administrators for use of computers, printers, scanners, digital cameras, school site network equipment (routers, switches, hubs), school site file servers; empowers school staff in the use of computer hardware and software; provides technology support that enables classroom teachers to integrate technology into the curriculum; performs file server backups; assists with file server installations; installs, configures, and connects technology equipment to LAN and to the District's WAN; assists in conducting need assessments; assists in the installation and configuration of micro-computer hardware and software systems and troubleshoots problems; assist in configuration, installation, and administration of Cisco routers and switches; assists in the maintenance of a wide area network; and performs other related work as assigned and/or required.

ESSENTIAL DUTIES

- performs all duties as Technology Support Technician's I's and II's
- assists in the network and micro-computer operational processes, and aides in the preparation of user instructions concerning operating and log-on procedures.
- assists WAN Specialist in maintaining and troubleshooting the LAN and WAN equipment: troubleshoots school file servers; assists in the organization of computer or computer lab installations and site solution projects.
- performs hardware and software tests, using a variety of diagnostic hardware, test equipment and software
- performs minor software and technology equipment maintenance and repair
- communicates with equipment repair contractor for repair of computers and printers.
- performs technical functions in the installation, setup and configuration of Cisco switches, routers, wireless devices, micro-computers, printers, and application software including their ability to run on a network
- loads District standard software on Windows and Macintosh computers.
- assists in the imaging of software configurations to be broadcast over the network or imaged to CD-ROM to be installed onto multiple systems
- assist in the implementation of software application processes concerning e-mail, scheduling, calendars, and internet access
- provides specific operational assistance concerning a variety of applications, including Word, Excel, PowerPoint
- establishes and maintains a variety of files, logs and records pertaining to the District micro-computer hardware and software systems, the Local Area Network and the Wide Area Network System
- trains and inservices teachers and site staff to use computer hardware and software and offer operational solutions; logging on to the network, use of computer, printer, and use of the standard District supported software.
- provides technology support that enables classroom teachers to integrate technology into the curriculum
- assist in developing site staff mastery of basic information literacy skills
- communicates the District technology goals to school site staff.

QUALIFICATIONS

Knowledge of: Methods, procedures, and techniques pertaining to a micro-computer, local and wide area network, hardware, and software application systems; Information Technology industry trends, practices, and procedures; Cisco routers, switches, wireless devices, Microsoft Windows 2000 and 2003 servers; Micro-computer operating systems. Windows 98, 2000, XP, 2003, and Macintosh; Microsoft Office 2000, XP, 2003; English usage, spelling, grammar, punctuation and arithmetical processes.

Ability to: Effectively and efficiently participate in the operation of the District Information Technology operation; test, analyze, and interpret micro-computer hardware and software problems, and determine solutions; demonstrate the connectivity of computer peripherals, printers, scanners, digital cameras; install CD-ROMS, computer software printer drivers; operation of the following software: MS 2000, XP, 2003 word processing, spreadsheets, PowerPoint, and Internet Explorer; must be proficient in the use of the internet; must be able to work in a classroom environment and keep on task: install Cisco switches, routers, wireless devices, NS servers, NT4.0, 2000, 2003; ability to install application systems and provide administration of the system(s); work with little supervision; motivate, gain the cooperation of, and work patiently with site staff; learn and utilize site computers, District standards on software and hardware; examine and diagnose equipment and software problems; communicate effectively with others; demonstrate to others how to use a computer hardware and software; maintain accurate records; maintain cooperative and effective working relationships with children and adults; and perform other duties as assigned.

PHYSICAL DEMANDS

The physical activities listed below are examples of the physical requirements aspects that this position classification must perform in carrying out essential job functions.

- will frequently exert 20 to 40 pounds of force to lift, carry, push, pull or otherwise move objects
- will involve sitting for extended period of time, but will involve walking or standing for brief periods
- must be capable of perceiving the nature of sound
- must possess visual acuity and depth perception
- must be capable of providing oral information
- must possess the manual dexterity to operate equipment and use hand tools, and handle and work with various materials and objects.

Reasonable accommodation may be made to enable a person with a disability to perform the essential functions of the position.

EXPERIENCE AND EDUCATION

Experience: At least one year of experience in working with computers, or repairing computers, or a combination of training and/or experience that could likely provide the desired knowledge and abilities. One year of paid experience in the installation, configuration, and administration of Microsoft Server 2000 or 2003, or one year of paid experience installing, configuring, and/or administering Cisco routers, switches; or one year of paid experience in installing, configuring, training staff, and administering systems applications for large organizations such as schools, schools districts, multiple remote offices.

Education: Verification of a High School diploma, a GED certificate or a higher degree; supplemented by training in the computer operation of personal computers; preferably with the brands and models used in the schools (Macintosh 5.0 and above; PC models are Pentium III and above) is desirable. Degrees or certifications in technology, Cisco, (CCNA), MS certificates, Help Desk are desirable.

Licenses or Certificates: Possession of a valid California Motor Vehicle Operator's License.

Condition of Employment: Insurability by the District's liability insurance carrier.

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