Rialto Unified School District

TECHNOLOGY SUPPORT TECHNICIAN III

DEFINITION
Under the general supervision of the Director of Information Technology, provides microcomputer technology support; performs installations and/or replacements of computers, monitors, printers, digital cameras, scanners and other digital devices; troubleshoots and resolves computer equipment and user problems; performs minor computer and peripheral equipment repairs; makes vendor-appropriate computer repair referrals; instructs users in the effective use of computers, software and peripherals; install LAN switches; assists in file server installation; creates computer software images for the deployment of user workstations; diagnoses LAN problems at the workstation level; creates printer queues for network operating systems; assists department project leaders in developing, planning, and coordinating Information Technology PC hardware and software projects; acts as a project leader when the project leader is away from the site; performs other related tasks as assigned and/or required.

ESSENTIAL DUTIES
- troubleshoots and resolves problems with microcomputer equipment; computers, printers, scanners, digital cameras and hand-held digital equipment; interacts with vendor service support in the troubleshooting and problem resolution processes
- troubleshoots and resolves problems with standard District microcomputer software, including, but not limited to, Microsoft Outlook, Word, Excel and PowerPoint
- install microcomputer equipment, such as PCs, Macintosh computers, printers (inkjet and laser) and scanners, on the District's network
- assists with minor installation of Local Area Network equipment such as switches and uninterrupted power supplies; connects patch panels to switches
- maintains the technology inventory at assigned site(s) on Excel spreadsheets
- provides support for ordering parts and supplies for the Information Technology Department
- maintains assigned sites' Main Technology Distribution Frame (MDF) and Intermediate Distribution Frames (IDFs); maintains all work areas in a clean and orderly fashion; vacuums site servers and switches to ensure clean air filters
- ensures that data backups of server files are working properly; changes and logs data tapes or data directories
- assists users in effective use of technology in the classroom and/or other district operations
- advises users of operating errors; suggests alternate methods of microcomputer usage; compiles information regarding necessary improvements/enhancements for various software programs
- reports network problems to appropriate District staff
- uses personal vehicle for District travel
- installs and troubleshoots LAN switches in IDFs for user connectivity
- diagnoses LAN switches and problems at the user workstation level; diagnoses Ethernet connectivity using a Fluke meter
- develops software computer images for configuration and deployment of computers, following District standards
- assists the site Renaissance Learning Coordinator to troubleshoot problems with the Renaissance Learning system
- works with vendor(s) to troubleshoot and resolve workstation problems
- assists in hardware and software pre-purchase evaluation
- recommends technology enhancements on desktop software and hardware
- assists in the troubleshooting of network switches and routers; (program code will be provided by Wide Area Specialist)
- develops various PC programming scripts for loading software on PCs and for performing file backups on PCs
- makes recommendations for efficient operation of file server operations, PC operations, backup procedures and user operation of software
- installs wireless networks as directed by Technology Specialist or WAN Specialist
- troubleshoots wireless network computers, printers, PDAs and access units
- assists in troubleshooting file servers and network problems with the LAN and routers
- develops scope of school site work for hardware or software projects
- creates print queues for networked printers, following District standards

QUALIFICATIONS

Knowledge of: A high level of knowledge of: DOS 6, Windows 98 and Windows XP Professional; programming Cisco and 3COM switches and routers; mid-range level of knowledge with Windows NT or Windows 2003 servers; principles of TCP/IP and addresses of computers and printers; principles of DHCP and deployment of network computers; setting printer queues on the servers; developing printer queues on a network operating system, such as Windows NT or Windows 2003; writing PC programming scripts; principles of developing and writing Information Technology projects, scopes or work, developing schedules and organization of project staff; various versions of microcomputer software; Microsoft Outlook, Word, Excel, PowerPoint and Corel WordPerfect; microcomputer software and hardware troubleshooting techniques on PC platform; Local Area Network principles; PC microcomputer operations; operation of peripherals, such as printers (inkjet and laser), scanners, modems, PDA, CD-ROM and DVD drives; set up, configuration and troubleshooting of computers on a Local Area Network; mathematical concepts and functions applicable to the position; troubleshooting of edge network switches; i.d., Cisco 3548 or 3Como 3900; network testing with Fluke meter; creating images with Symantec Ghost software; performing memory upgrades and PC card installation.

Ability to: Operate microcomputers; communicate effectively, both orally and in writing; understand and interpret technical manuals and instructions; diagnose microcomputer hardware, software and operator problems; use microcomputer office automatic programs (word processing, data bases, spreadsheets, graphics); prepare clear, concise written reports; assemble, modify and enhance microcomputer (PC) systems; manipulate hardware switches, jumpers and cards in micro computing equipment; learn, interpret and apply District and departmental policies, procedures and standards; perform low-level network troubleshooting; analyze, interpret and apply technical operating manuals and program documentation; install network workstations and peripherals; perform minor repairs to microcomputers; maintain accurate records; analyze situations carefully and adopt effective courses of action; program LAN switches; use Fluke meter to troubleshoot network problems; understand and carry out oral and written directions; established and maintain cooperative working relationships with a diverse group of co-workers and users of varying levels of computer literacy; work effectively and efficiently in an atmosphere of frequent interruptions and changes in task priority.

PHYSICAL DEMANDS

The physical activities listed below are examples of the physical requirements necessary to perform essential job functions within this classification:

- will frequently exert 20 to 70 pounds of force to lift, carry, push, pull or otherwise move objects
- will sit most of the time, but may walk or stand for extended periods of time; will occasionally be required to bend, stoop, crouch, kneel, reach above shoulder level, and/or to ascend and descend a step stool or step ladder
- must possess the ability to hear and perceive the nature of sound
- must possess visual acuity and depth perception
- must be capable of providing written and oral information, both in person and over the telephone
- must possess the dexterity required to operate a computer keyboard and other business-related equipment and to handle and work with various objects and materials including hand tools

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

EXPERIENCE AND EDUCATION

Experience: Two years of paid experience in troubleshooting PC hardware, software, LAN problems at the user level and Local Area Network level; experience with developing software installation scripts and creating PC images for a variety of vendor computers; programming network equipment and developing project scopes of work.

Education: Verification of a High School diploma, a GED certificate or a higher degree; supplemental training from a trade school, or college course work in computer technology, and/or completion of Microsoft A+ course work is desirable.

Licenses or Certificates: A current California Department of Motor Vehicles Operator's License and a private vehicle are required. Insurability by the District's liability insurance carrier may be required.

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