



RIALTO UNIFIED SCHOOL DISTRICT CLASSIFIED

TECHNOLOGY SERVICES TECHNICIAN

DEFINITION:

Under the direction of an assigned Administrator or Supervisor perform computer technology support duties at various District sites; perform installations and/or replacements of computers, monitors, printers, webcams scanners and other digital devices; troubleshoot and resolve computer equipment and user problems; assist with training users in the effective use of computers, software and peripherals; ; install LAN switches; assists in file server installation; create computer software images for the deployment of user devices ; diagnose LAN/Wireless problems at the device level; ; assist department project leaders in developing, planning, and coordinating Information Technology PC hardware and software projects; performs other job-related duties as assigned and/or as required.

ESSENTIAL DUTIES:

- Troubleshoots and resolve problems with computer equipment, computers, printers, scanners, web cameras and tablets; interact with vendor service support in the troubleshooting and problem resolution processes; troubleshoot wireless network computers, printers, tablets and access units.
- Troubleshoot and resolve problems with standard District computer software, including, Microsoft Suite.
- Install computer equipment, such as PCs, Apple 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; assist in the troubleshooting of network switches and routers; assist with installation of wireless networks assist in troubleshooting file servers and network problems with the LAN, wireless and routers.
- Travel to various sites and diagnose issues with various devices that connect to District network including computers, laptops, and printers; resolve issues by reimaging, reconfiguring, and/or replacement of parts; reimage and reinstall needed software or drivers; communicate with vendor regarding warranty repairs.
- Create and maintain logs and files on site inventories and records of devices sent to manufacturer for repair; maintain records concerning warranty repairs for tracing purposes and database reports.
- Provide support for ordering parts and supplies for the Technology Services Department; assist in hardware and software pre-purchase evaluation; recommend technology enhancements on desktop software and hardware.
- Assist users in effective use of technology in the classroom and other District operations; advise users of operating errors; suggest alternate methods of computer usage; compile information regarding necessary improvements/enhancements for various software programs.

- Assist with training district staff on computers and current uses of District-approved software and devices; demonstrate and assist in the proper setup and uses of District-approved computer-related equipment
- Diagnose LAN switches and problems at the user workstation level; diagnose Ethernet connectivity using a Fluke meter; work with vendor(s) to troubleshoot and resolve workstation problems.
- Configure and image District computers and devices for staff and student usage in compliance with established District standards
- Create print queues for networked printers, following District standards.
- Develop various scripts for loading software onto district approved devices.
- Develop scope of school site work for hardware or software projects; create a plan to complete assigned incidents.
- Operate a variety of office equipment including a computer and assigned software; utilize various hand tools.
- Drive a vehicle to conduct work.
- Assist as a project leader when the project leader is away from the site.
- Perform other job-related duties as assigned and/or as required.

KNOWLEDGE AND ABILITIES:

KNOWLEDGE OF:

- Computer hardware systems, peripheral equipment, software applications and languages utilized.
- Principles and practices of installing and maintaining LAN servers and workstations.
- Materials, methods, and tools used in the installation, operation, and repair of computer systems and applications.
- Technical aspects of computer training and support.
- Principles of TCP/IP and addresses of computers and printers; principles of DHCP and deployment of network computers.
- Setting printer queues on the servers and developing printer queues on a network operating system.
- Computer software and hardware troubleshooting techniques on PC platform.
- Writing batch jobs and scripts for software install and maintenance of computers.
- Various versions of Computer software.
- Recordkeeping and report preparation techniques.
- Oral and written communication skills.
- Modern office practices, procedures and equipment.
- Mathematic calculations.

ABILITY TO:

- Operate computers; diagnose computer hardware, software and operator problems.
- Use computer office automatic programs (word processing, data bases, spreadsheets, graphics).
- Assemble, modify and enhance computer (PC) systems.
- Manipulate hardware switches, jumpers and cards in computing equipment.
- Learn, interpret and apply District and departmental policies, procedures and standards.
- Perform network troubleshooting.

- Understand and interpret technical manuals and instructions; prepare clear, concise written reports.
- Install network workstation and peripherals.
- Perform minor repairs to computers.
- Communicate effectively, both orally and in writing.
- Established and maintain cooperative working relationships
- Maintain records and prepare reports.
- Determine appropriate action within clearly defined guidelines.
- Work independently with little direction.
- Meet schedules and timelines.
- Plan and organize work.
- Maintain current knowledge of technological advances in the field.

EDUCATION AND EXPERIENCE

EDUCATION:

Verification of a High School diploma, a GED certificate or a higher degree.

EXPERIENCE:

Four years of paid experience in troubleshooting PC hardware, software, LAN, wireless 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. Recent job-related experience within the last five years is required.

LICENSES, CERTIFICATIONS AND OTHER REQUIREMENTS:

- Valid California Department of Motor Vehicles Operator's License and use of a personal vehicle.
- Insurability by the District's liability insurance carrier may be required.

PREFERRED QUALIFICATIONS:

Two years of college-level coursework and/or an Associate's Degree in a related field is desirable, but not required. Supplemental training from a trade school, or college course work in computer technology, and/or completion of CompTIA Microsoft A+ course work is preferred, but not required.

WORKING CONDITIONS:

ENVIRONMENT:

Indoor, office work environment. Classroom environment. Driving a vehicle to conduct work.

PHYSICAL ELEMENTS:

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

- 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.

POTENTIAL HAZARDS:

Working at heights. Regular exposure to fumes, dust and odors. Exposure to hot, cold, wet, humid, or windy conditions caused by weather may occasionally be experienced. Bending, kneeling, or crouching. Exposure to excessive noise. May be exposed to hazardous materials.

Revision Date: 2/1/2024