



Technology Support Technician

DEFINITION

Under general direction and responsible to the Assistant Superintendent of Administrative Services, provides technology support to school sites and district office. Specifically, troubleshoots workstations, printers, software, general networking, and other problems; performs hardware and software installations and configuration. Provides guidance to school site and district office staff, both on-site and via remote support means. Performs other related duties as required or assigned.

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following. Other duties may be assigned.

1. Ensures optimal utilization of technology by providing first-level support to EUSD technology users, responding to end users regarding technical support requests
2. Maintains hardware and software systems for the purpose of providing support to District staff and ensuring systems operate to meet user needs
3. Coordinates hardware maintenance and repair activities and performs routine desktop maintenance; installs desktop software and upgrades; troubleshoots desktop applications and installs microcomputer peripherals
4. Encourages district staff to use local area network best practices
5. Assists school-based and district office staff with assessment of administrative and/or instructional computer technology software and hardware needs, and collaborates with school-based technology specialists and appropriate district office staff to ensure smooth integration and use of technology
6. May be assigned, on a rotating basis, to work at the Technology Support Center (a.k.a. district office server room) to provide technology support on a support line, handling inquiries and making referrals to second-tier support or to a specialist when necessary
7. Makes use of support request tracking system, and follows requests until closure
8. Uses district inventory system to enter, track, and notate technology-related inventory
9. Periodically upgrades skills in order to meet changing job conditions
10. Works with school site staff to troubleshoot, repair, install, and manage workstations, printers, and peripherals at school sites and the district office
11. Manages district technology support work order system
12. Maintains records related to insurance repairs and stolen equipment
13. Assists in Internet and Intranet installation, implementation and maintenance
14. Assists in LAN implementation and maintenance
15. Troubleshoots problems with software/hardware
16. Coordinates the assembly of new equipment and the performance of preventive maintenance procedures
17. Assists in the coordination of both off-site and on-site servicing procedures
18. Assists in the assembly and placement of new equipment

19. Fulfills administrative reporting requirements.
20. Provides information to the Director of Instructional Technology on all matters of relevance
21. Perform other related duties as assigned.

Education/Experience/Skills:

- CCNP/ MCSE Certifications
- Bachelor's Degree in Computer Engineering, Computer Science, or related technical discipline, or any combination of education and experience equivalent to a bachelor's degree in computer science, information technology, or a related field, plus three years of progressively more responsible educational work experience with special emphasis in computer technology and its applications
- Can demonstrate knowledge of principles, concepts, and methods of applicable computer technology and its most effective and efficient utilization; good knowledge of, or ability to quickly learn, instructional technology requirements; knowledge of standard microcomputer operating systems and the software used in a network environment; knowledge of three or more microcomputer and network operating systems, and proficiency at standard desktop and communications applications and protocols; and ability to communicate effectively, both orally and in writing.
- Possession of an appropriate, valid California driver's license and employee-provided transportation required
- Ability to perform multiple, technical tasks, diagnosing and resolving technology-related problems, while communicating effectively to customers at school sites and the district office
- Operating standard office equipment, computers, printers, etc.
- Planning and managing projects such as software installation
- Preparing and maintaining accurate records
- Ability to perform advanced math of the type required for calculating such things as IP subnet ranges, memory sizes, etc.
- Ability to read, comprehend, and convey complex technical information, compose a variety of documents, and/or facilitate group discussions on same
- Ability to solve practical problems
- Must have an exceptional knowledge of various hardware components computer programs and their applications; and a variety of computer workstation operating systems.
- Ability to schedule activities and/or meetings; gather, collate, and/or classify data
- Ability to work effectively with students, staff, administrators, and vendors.
- Effective oral and written communication skills.
- Ability to handle diversity in a objective manner.
- Ability to meet deadlines in a timely manner.
- Ability to anticipate problems and take preventative action.
- Ability to work independently.
- Strong working knowledge of PC operating systems.
- Ability to perform diagnostic examinations and repair of microcomputers.
- Ability to plan and implement scheduled preventive maintenance.
- Experience in local area network systems required.
- Knowledge of telecommunications systems.

QUALIFICATION REQUIREMENTS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed above and below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

REASONING ABILITY

Ability to define problems, collect data, establish facts, and draw valid conclusions. Ability to interpret an extensive variety of technical instructions in mathematical or diagram form and deal with several abstract and concrete variables.

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 individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to use hands to finger, handle, or feel objects, tools, or controls and talk or hear. Lifting, carrying, pushing, and/or pulling of equipment; frequent kneeling, crouching, and/or crawling; and significant fine dexterity. Generally the job requires 70% sitting, 5% walking, and 25% standing.

The employee must occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and the ability to adjust focus.

The position requires frequent district wide travel; may also require responding under pressure generated by equipment malfunctions and deadlines.

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. While performing the duties of this job, the employee occasionally works near moving mechanical parts and is occasionally exposed to extreme cold.

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