

Western Placer Unified School District

POSITION DESCRIPTION

Position Title: **TECHNOLOGY SUPPORT TECHNICIAN I**
Department: Technology Services
Reports To: Director of Technology

SUMMARY:

Provides technology support, maintenance, and monitoring of the District's technology systems and peripherals; assists in troubleshooting network and server problems; assists the Network Administrator; and performs related duties as required or assigned.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

- Installs, configures, maintains, and troubleshoots district server-based client management and security software.
- Installs, configures, maintains, upgrades, and troubleshoots district approved operating systems and local, web and server-based application software;
- Installs, configures, maintains, manages, upgrades, troubleshoots, and repairs district approved computers, peripherals, mobile devices, and other technology related devices and equipment;
- Troubleshoots network, server, computer, peripheral, and software problems while seeking assistance from, and escalating to support specialists when necessary;
- Assists the Network Administrator in maintaining the network including installing cabling and other LAN equipment, servers, basic troubleshooting, and server backups;
- Assists the Network Administrator in the design, development, implementation, maintenance, and management of an IT disaster recovery plan;
- Uses imaging technology to create and deploy software packages to district devices;
- Coordinates warranty repair activities;
- Performs work related assignments at various district sites remotely and on on-site;
- Provides a positive customer service oriented level of support for district technology users;
- Adheres to and assists in enforcing technology policies, rules, and regulations by reporting violations to appropriate officials and/or administrators;
- May prepare or revise complex documentation in non-technical terms for users;
- Assists school and district office staff with assessment of administrative and/or instructional computer technology software and hardware needs;
- Collaborates with site-based technology specialists and appropriate office staff to ensure smooth integration and use of technology;
- Acts as a liaison for all system enhancements, hardware repair, and network profiles and/or upgrades;
- Provides technology phone support, handling inquiries, and making referrals to specialists when appropriate;
- May provide training for district computer users;
- Participate in staff meetings, workshops, conferences, and classes;
- Other related duties as assigned.

QUALIFICATION REQUIREMENTS:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform essential functions. Possession of an appropriate, valid motor vehicle operator's license is required.

EDUCATION AND/OR EXPERIENCE:

Any combination of education and experience equivalent to an associate'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 computer operating systems and the software used in a network environment; knowledge of two or more computer and network operating systems, and proficiency at standard desktop and communications applications and protocols; and ability to communicate effectively, both orally and in writing.

EMPLOYMENT ELIGIBILITY:

Successful candidate must provide proof of employment eligibility and verification of legal right to work in the United States in compliance with the Immigration Reform and Control Act.

OTHER SKILLS and ABILITIES:

- Ability to operate a computer and related software.
- Ability to communicate clearly and concisely, both orally and in writing and the ability to interact positively with schools and community.
- Ability to handle a multitude of responsibilities with minimal supervision.
- Ability to drive a car or district vehicle and possession of an appropriate, valid motor vehicle operator's license.
- Knowledge of basic math including calculation of fractions, percents and/or ratios.
- Skills to read a variety of manuals and understand multiple-step instructions.
- Skills to write documents following prescribed formats and/or present information before groups.
- Ability to perform multiple non-technical tasks with an occasional need to upgrade skills due to changing job conditions.
- Ability to speak in audible tones so that others may understand clearly in training sessions and other meetings.
- Ability to interpret and implement rules relating to Western Placer Unified School District policies.
- Ability to schedule a number of activities; often gather, collate, and/or classify data; and coordinate a significant number of factors in the use of equipment.
- Ability to work with others under a wide variety of circumstances; analyze data utilizing defined but different processes; and operate equipment using various methods of operation.
- Ability to work with a significant diversity of individuals and/or groups; work with data of different types and/or purposes; and utilize a wide variety of job-related equipment.
- Ability to apply problem-solving techniques to analyze issues, create plans of action and reach solutions.
- Ability to establish and maintain cooperative working relationships.

LANGUAGE SKILLS:

- Ability to read and interpret documents such as operating and maintenance instructions, and procedure manuals.
- Ability to communicate effectively with others regarding technology issues.

REASONING ABILITY:

- Ability to apply common sense understanding to carry out detailed written, oral, and technical instructions.
- Ability to define problems, collect data, establish facts, and draw valid conclusions.

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 essential functions.

The employee must be able to:

- Lift and/or move up to 50 pounds such as technology and networking equipment.
- Push or pull items such as furniture and equipment.
- Interact with other staff members.
- Climb a step stool or ladder and reach above shoulders.
- Sit or stand for extended periods of time.
- Squat, stoop or kneel.
- Reach above the head and reach forward.
- Stand, walk, use hands and fingers to handle, or feel objects, tools, or controls; use hand strength to grasp tools; and to talk and hear.
- See up close, have color and peripheral vision, have depth perception, and the ability to adjust focus.
- Frequently bend or twist at the neck and trunk more than the average person.
- Ability to see and read a computer screen and printed matter with or without visual aids.
- Ability for verbal communications including the ability to speak and hear at normal room levels.
- Ability to use computer terminals, telephones, calculators, copiers, and facsimile.
- Mental acuity to assist in the management of Information Technology Programs, consult with management on policy decisions, evaluate results, and make recommendations relative to the effective performance of the tasks.

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 regularly works indoors in office and school environments and will occasionally work outdoors. The employee must be able to meet deadlines with severe time constraints. The noise level in the work environment is usually moderate.

The information contained in this job description is for compliance with the American with Disabilities Act (A.D.A.) and is not an exhaustive list of the duties performed for this position. The individuals currently holding this position perform additional duties and additional duties may be assigned.