LEAD COMPUTER SUPPORT TECHNICIAN

Purpose Statement:
Under general direction, the Lead Computer Support Technician delivers, installs, and supports technology resources, including computer hardware and software; provides daily technical support and assistance for various technology resources in a large, multi-site, network environment.

Diversity Statement
Because each person is born with inherent worth and dignity, and because equitable access and opportunity are essential to a just, educated society, SDCOE employee commitments include being respectful of differences and diverse perspectives, and being accountable for one's actions and the resulting impact.

Representative Duties:
This position description is intended to describe the general nature and level of work being performed by the employee assigned to the position. This description is not an exhaustive list of all duties, responsibilities, knowledge, skills, abilities, and working conditions associated with the position. Incumbents may be required to perform any combination of these duties.

Distinguishing Characteristics:
This class differs from the classification of Computer Support Technician, as the class of Lead Computer Support Technician acts as a technical lead to staff in the more complex and highly responsible computer support functions.

Essential Functions:
- Leads and participates in the installation of enhanced software applications.
- Serves as the main contact for Apple School Manager, Google Admin, and Team Viewer to update, distribute, install, and assist all device and application users
- Plans, researches, and develops curriculum and training materials; delivers training; determines user training needs.
- Serves as main contact for County of San Diego to maintain CoSD VPN is working properly and updated.
- Serves as a representative for Computer Support Services in cross-department projects for SDCOE as assigned by the Supervisor
- Compiles and maintains all records related to equipment use, location and maintenance required in the preparation of budget items for departmental use.
- Completes incident and service requests for computer repairs.
- Confers with users on system operational malfunctions and determines corrective action or steps.
- Coordinates repair work sent to contracted repair organizations.
- Distributes and installs computer equipment and other peripherals.
- Installs and configures driver software for peripherals.

- Installs, configures, and updates off-the-shelf application software, specialty software, and operating systems as requested, utilizing appropriate device management systems across a mix of device platforms including Windows, MacOS, iOS, and Android.
- Modifies existing and new forms, reports and other documents as designed by Administration for uniform system/user application.
- Performs anti-virus and anti-malware scans of user devices as requested.
- Performs research to resolve advanced problem, equipment, and program deficiencies.
- Repairs equipment and perform major or minor adjustments and as necessary.
- Reports major software, services, network, and system malfunctions to their respective service owners and managers.
- Tests and modifies software applications and operating system upgrades for compatibility prior to distribution to users.
- Troubleshoots system malfunctions in order to recommend third-party repair and/or replacement.
- Provides feedback and insight to staff creating awareness and/or training content.
- Works directly with teachers and staff in demonstrating or assisting in technology utilization at multiple school district and SDCOE sites.
- May oversee the work of temporary staff and/or student workers.

Other Functions:
- Perform related duties as assigned.

Job Requirements: Minimum Qualifications:
Knowledge and Abilities
KNOWLEDGE OF:
Computers, peripherals, operating systems, and software applications in a network environment;
General knowledge of business software applications, such as Microsoft Word, Works, Excel, PowerPoint Outlook, Teams
ChromeOS and Chromebook management within Google Workspace
Apple School Manager and how it integrates with JAMF and Intune to manage purchased applications for mobile devices
Principles and concepts of hardware installation required to operate a stand-alone or multi-user system;
Safety procedures due to potential hazards from exposure to high voltage.

ABILITY TO:
Perform repairs on computers and related peripheral equipment;
Perform hardware and software trouble analysis and determine level of repair service required;
Communicate effectively with all levels of staff;
Keep accurate records and schedules on many hardware and software items;
Work under the pressure of short deadlines on user needs related to system malfunctions or operator error;
Prioritize work schedule to meet high volume workload;
Troubleshoot, analyze, and resolve problems;
Provide training and make presentations to individuals and groups;
Plan and organize individual work as well as the work of others;
Meet schedules and timelines; Communicate effectively both orally and in writing;
Work independently and as a member of a team; establish effective working relationships with those contacted in the course of work;

Exercise appropriate judgment in making decisions;
Demonstrate attendance sufficient to complete the duties of the position as required.

<u>Working Environment:</u>
ENVIRONMENT:
Duties are typically performed in an office setting.
Position requires transportation to and from various worksites.
May be designated in an alternate work setting using computer-based equipment to perform duties.

PHYSICAL ABILITIES:
Must be able to hear and speak to exchange information; see to perform assigned duties; sit or stand for extended periods of time; possess dexterity of hands and fingers to operate computer and other office equipment; kneel, bend at the waist, and reach overhead, above the shoulders and horizontally, to retrieve and store files; lift light objects. All requirements are subject to possible modification to reasonably accommodate individuals with a disability.

<u>Education and Experience:</u>

Experience: Four (4) years of work experience in computer hardware repair support is required. Experience in a school environment desired. Apple or A+ certification (or equivalent) may be substituted for one (1) year of experience.

Education: High school diploma or equivalent.

Equivalency: A combination of education and experience equivalent to a high school diploma and four (4) years of work experience in computer hardware repair support is required. Experience in a school environment desired. Apple or A+ certification (or equivalent) may be substituted for one (1) year of experience.

<u>Required Testing</u>   <u>Certificates, Licenses, Credentials</u>
N/A   Valid California Driver's License

<u>Continuing Educ./Training</u>   <u>Clearances</u>
N/A   Criminal Justice Fingerprint/Background Clearance
                                                 Physical Exam including drug screen
                                                 Tuberculosis Clearance

FLSA Status: Non-Exempt

Salary Grade: Classified Support Grade 056

Personnel Commission Approved: _____**June 15, 2022**_

Revised: N/A