



PERSONNEL COMMISSION

Class Code: 5113
Salary Range: 29 (C1)

TECHNOLOGY SUPPORT REPRESENTATIVE

JOB SUMMARY

Under general supervision, provide first-level technical support to end users at District sites and offices; identify and resolve hardware and software operating problems; maintain inventory records of District technology parts and software licenses; perform related duties as assigned.

EXAMPLES OF DUTIES

The classification specification does not describe all duties performed by all incumbents within the class. This summary provides examples of typical tasks performed in this classification.

- Provide first-level technical support to end users at District sites and offices; receive telephone calls, e-mails or other communications from users requesting assistance in solving problems, obtaining technology services or guidance in technology utilization. **E**
- Listen to users to establish facts about a problem, what the user did leading up to the problem and deduce sources of error; respond to questions and apply knowledge of computer software, hardware and procedures; communicate step by step instructions to users. **E**
- Utilize software to access computers remotely; determine whether problem is caused by hardware, such as a network interface card, disk drive, printer, cables, or software, such as drivers, operating systems or applications; perform database and software upgrades remotely and rebuild databases as necessary. **E**
- Confer with co-workers and utilize manuals or Internet resources to research problems and identify solutions. **E**
- Obtain sufficient user information for technical staff; follow up with users as needed; create service tickets in an assigned help desk software system; dispatch requests and expedite emergency requests according to established procedures. **E**
- Identify and refer problems that require higher level technical resources to other Information Services staff for resolution; confer with District network and application specialists to describe network and software and hardware problems. **E**
- Verify web based programs and District Internet are accessible; assure connectivity with District site servers; reset and reboot servers as necessary. **E**
- Create and modify user accounts for assigned computer systems in accordance with established procedures; test user logins; delete user Internet Provider (IP) addresses; reset passwords for a variety of District software applications. **E**

- Maintain a variety of records, databases, files and logs including inventory records for technology parts and software licenses. ***E***
- Track the purchase and distribution of District software license agreements and technology parts; maintain related databases for auditing purposes. ***E***
- Order technology parts and software licenses against open purchase orders; contact vendors for pricing and to expedite purchase orders; provide proof of warranties as requested; create service tickets for installation of software. ***E***
- Receive and sign for incoming shipments against original orders for accuracy and completeness; discuss defective or damaged goods with users and vendors; package and ship returns. ***E***
- Store received technology parts; mark parts with identifying labels or arrange for the labeling of parts by warehouse personnel. ***E***
- Communicate with District personnel, consultants, vendors and outside agencies to exchange information and resolve issues. ***E***
- Train individual or groups of users in various software packages and troubleshooting methods on site or in classrooms; develop related training materials such as manuals, exercises and visual displays. ***E***
- Drive a vehicle to conduct site visits and trainings and attend meetings as assigned by the position. ***E***

Note: At the end of some of the duty statements there is an italicized “E” which identifies essential duties required of the classification. This is strictly for use in compliance with the Americans with Disabilities Act.

DISTINGUISHING CHARACTERISTICS

A Technology Support Representative receives and reports computer system user calls and through diagnostic procedures, resolves service requests. An incumbent is the first point of contact in troubleshooting and solving end user problems. Incumbents in this class assigned to the Help Desk respond to a high volume of telephone calls on a daily basis and apply knowledge of hardware and software packages that operate the various District computerized systems in finance, student information, payroll, e-mail and the Internet. Incumbents may be assigned to the District’s Help Desk, provide dedicated Help Desk support to an assigned system such as the student information software system, order and distribute technology parts and software licenses or any combination of these functions.

EMPLOYMENT STANDARDS

Knowledge of:

Operation, maintenance, troubleshooting, diagnosis and repair of computer hardware, software and peripheral equipment.
Modern office practices, procedures and equipment.
Interpersonal skills using tact, patience and courtesy.
Telephone techniques and etiquette.

Record-keeping and filing techniques.
Office productivity software such as Microsoft Office Suite.
Oral and written communication skills.
Basic networking principles and server systems such as Novell or Apple.
Basic principles and techniques of systems analysis.
Call center and user support software systems.
Student information software systems.
Basic inventory methods.
Training methods and techniques.

Ability to:

Provide technical support and training to others in computer operations.
Maintain current knowledge of technological advances in the field.
Troubleshoot and apply appropriate resources to solve user problems.
Reassure and assist others on the telephone in a tactful and sensitive manner.
Remain calm and pleasant under stressful situations.
Operate a variety of office equipment including a multi-line telephone and a computer and assigned software.
Understand and follow oral and written instructions.
Meet schedules and time lines.
Complete work with many interruptions.
Communicate effectively both orally and in writing.
Maintain records and files.
Keyboard accurately at an acceptable rate of speed.
Exercise independent judgment and initiative within established guidelines.
Work effectively with others contacted in the course of work.

Education and Training:

Graduation from high school supplemented by college-level coursework in computer science or a closely related field.

Experience:

Two years of experience at a help desk assisting computer users or two years of experience in the installation, maintenance and repair of computer hardware, software and peripheral equipment in a networked environment. Experience working with student attendance and information systems software is preferred.

Two years of experience as a School Data Technician with the Long Beach Unified School District may substitute for the required experience.

Any other combination of training and experience that could likely provide the desired skills, knowledge or abilities may be considered.

SPECIAL REQUIREMENTS

Positions in this class require the use of personal automobile and possession of a valid California Class C Driver's License.

WORKING ENVIRONMENT

Office environment.
Constant interruptions.
Extended viewing of a computer monitor.

PHYSICAL DEMANDS

Dexterity of hands and fingers to operate a computer keyboard.
Sitting for extended periods of time.
Seeing to read a variety of materials.
Hearing and speaking to exchange information in person or on the telephone.
Bending at the waist, kneeling or crouching.
Lifting and carrying moderately heavy objects.

AMERICANS WITH DISABILITIES ACT

Persons with certain disabilities may be capable of performing the essential duties of this class with or without reasonable accommodation, depending on the nature of the disability.

APPOINTMENT

In accordance with Education Code Section 45301, an employee appointed to this class must serve a probationary period of six months during which time an employee must demonstrate at least an overall satisfactory performance. Failure to do so shall result in the employee's termination.