

JOB DESCRIPTION
San Diego County Office of Education

TECHNOLOGY CENTER SUPPORT TECHNICIAN

Purpose Statement:

Under general direction, provides technical support for in-person, virtual and hybrid meetings; ensures room and computer lab setup in a regional technology center by installing and maintaining the proper functioning of software, hardware, peripheral, multimedia and video conferencing equipment; acts as a technical problem-solving resource during center events; operates and demonstrates a variety of technology-related equipment to individuals and groups; routes audio, video, and data sources for transmission to desired output locations.

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.

Essential Functions:

Performs any combination of the following duties:

- Prepares and ensures room and lab setups for workshops, conferences and meetings held in a regional technology center.
- Installs appropriate software and hardware, and maintains proper functioning of computer lab software, hardware, and peripheral equipment.
- Operates and maintains automated audiovisual systems via a variety of remote-control technologies.
- Sets up and maintains a variety of multimedia and video conferencing equipment including but not limited to: cameras, projection units, monitors and audio devices.
- Contacts event presenters/sponsors to verify materials, technical and setup needs; checks with event presenters/sponsors to ensure the technical needs are met and agreed upon before the event.
- Monitors event management system notifies appropriate department when repairs and fixes are needed.
- Acts as a resource during events to resolve hardware, software, network, and connectivity problems.
- Troubleshoots and diagnoses hardware, software, network and connectivity problems, performs minor repairs, reports major malfunctions to designated technical support person, and contacts vendors regarding warranty repairs.
- Conducts tours of the center for individuals and groups from SDCOE, school districts, and public and private organizations.
- Operates and demonstrates a variety of: hardware and peripheral equipment; productivity, educational and connectivity software; and multimedia and video conferencing equipment.

- Sets up, operates, and demonstrates the multimedia management system by routing audio, video and data sources, via manual and automated routing switchers, for transmission to desired output locations.
- Assists with researching, evaluating, and recommending the modification, replacement, or purchase of peripheral, multimedia and video conferencing equipment, as well as, productivity, educational and connectivity software.
- Presents software workshops and computer lab training for students, teachers, and administrators; performs related duties as assigned.
- Provides user technical support at assigned regional technology center, guided by the policies set by the Computer Support Services department.
- Coordinates with the Maintenance and Operations department to report issues related to facilities, may receive vendors and serve as a SDCOE point of contact.
- For virtual or hybrid conferences, guides user through features and limitations of SDCOE's video conferencing platform(s), and as necessary provides technical support for meetings or events.

Other Functions:

- Perform other related duties as assigned for the purpose of ensuring the efficient and effective functioning of the work unit.

Job Requirements: Minimum Qualifications:

Knowledge and Abilities

KNOWLEDGE OF:

Operation, maintenance and minor repair of Mac and PC compatible computers and related peripherals;

Principles and concepts of software and hardware installation;

Operation and maintenance of multimedia and video conferencing equipment, including but not limited to in-person, hybrid and virtual; streaming technology;

Productivity, educational, connectivity and navigational software;

Basic knowledge of networking and the connectivity;

Commonly used video conferencing platforms;

Proficient in the Microsoft Suite of products and Microsoft Teams.

ABILITY TO:

Make effective technical presentations to individuals and groups;

Troubleshoot and assist others in the operation of computers and related peripherals, multimedia and video conferencing equipment;

Troubleshoot and resolve network and connectivity problems;

Operate and maintain control room equipment including manual and automated routing switchers for audio, video and data transmissions;

Work under pressure and with short deadlines according to presenter needs related to hardware, software and network malfunctions and/or operator error;

Establish and maintain effective working relationships with those contacted in the course of work;

Work with minimum supervision.

Working Environment:

ENVIRONMENT:

Office setting. Driving a vehicle to conduct work.

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, stoop, bend at the waist, and reach overhead, above the shoulders and horizontally, to carry a variety of equipment; lift objects weighing up to 75 pounds. All requirements are subject to possible modification to reasonably accommodate individuals with a disability.

Education and Experience:

Education: Education, training or experience that demonstrates possession of the knowledge and abilities detailed above;

Experience: An example of typical qualifying background would include: a minimum of two (2) years experience working with a variety of computers, peripheral equipment and software packages. Such experience must include: troubleshooting and providing assistance for technical problem resolution, working with multimedia and/or video conferencing equipment, and presenting related technical information to others.

Equivalency: A combination of education and experience equivalent to

Required Testing

N/A

Certificates, Licenses, Credentials

Valid California Driver's License

Continuing Educ./Training

N/A

Clearances

Criminal Justice Fingerprint/Background Clearance

Physical Exam including drug screen

Tuberculosis Clearance

FLSA Status: Non-Exempt

Salary Grade Classified Support, Grade 050

Personnel Commission Approved: May 21, 1999

Revised: 05/99; 11/02; 09/04; 09/22