



## LOMPOC UNIFIED SCHOOL DISTRICT

### COMPUTER/TELECOMM TECHNICIAN

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#### **JOB SUMMARY:**

Under the direction of the Director of Information Technology, provide technical support to computer and telecommunication, VoIP systems users throughout the District on a variety of issues relating to user accounts, computers, Chromebooks, peripherals and related devices; install computer systems; build and wire Chromebook storage/charging racks, carts and related equipment; monitor, enroll and manage devices and user accounts in Active Directory and Google Management; re-image computer systems; troubleshoot and repair Chromebooks.

#### **ESSENTIAL DUTIES AND RESPONSIBILITIES:**

- Provide technical support to District personnel in the installation, configuration, maintenance, troubleshooting, diagnosis and repair of computer hardware, software, peripherals, data, telecommunication, and other technology equipment; test and ensure network connectivity; resolve a variety of technology malfunctions in a timely manner.
- Monitor and manage Help Desk tickets to provide support and maintain District computer systems, Chromebook storage/charging racks, carts, and related equipment; repair Chromebooks as required.
- Monitor, enroll and manage devices and user accounts in Active Directory and Google Management, re-image computer systems.
- Troubleshoot, diagnose, and resolve computer and telecommunication problems and malfunctions with peripheral equipment and systems, including monitors and printers; investigate, troubleshoot and resolve problems with e-mail configuration; connect computers to network systems and ensure proper connectivity.
- Configure equipment to ensure functional network connectivity; manage assigned IT projects, such as maintaining systems and other network devices related to District LAN and WAN; complete projects and ensure availability of services to authorized users.
- Maintain computer, network and telecommunication system, VoIP systems, hardware, network applications, network appliances, software applications and electronic equipment; identify and complete repair and replacement.
- Maintain a variety of records related to network system work orders, repairs and assigned activities; prepare written materials including, procedures, system level documentation, reports, memos and letters; document activities, providing written reference and convey information.
- Provide service and assistance in identifying viruses and potential security breaches; ensure proper management and security of electronic District files and folders; reimage workstations; coordinate maintenance activities with other IT personnel to ensure efficient IT Department operations.
- Research trends, products, software, equipment to recommend new equipment and procedures; respond to inquiries from a variety of sources including, District personnel, administrators, school site personnel, outside vendors and service providers.

- Serve as a technical resource to department and District personnel related to telecommunications, data and commuter system issues or concerns; provide information regarding active or planned projects.
- Operate a variety of technical equipment including laptop computers and software applications, testers, meters, analyzers and a variety of hand and power tools; drive a vehicle to conduct work.
- Communicate with District, school sites and various outside agencies to exchange information and resolve issues or concerns.
- Monitor and maintain inventory levels of network system parts and equipment as assigned; order and receive parts and equipment as appropriate.

**OTHER DUTIES:**

- Perform related duties as assigned.

**REQUIRED QUALIFICATIONS:**

Education and Experience:

Any combination equivalent to: graduation from high school supplemented by college-level course work in computer science of related field and one year advanced knowledge of hardware, District's telecommunications and operating systems and software applications and configuration; advanced knowledge of internet access and configuration.

Licenses and other Requirements

- Valid California Class C driver's license.
- Valid A+/Network Certification preferred, but not required.
- Cisco Certified preferred, but not required.
- Network Associate (CCNA) or Microsoft Certified Master (MCM) preferred, but not required.

Knowledge of:

- Installation, configuration, operation, maintenance, troubleshooting, diagnosis and repair of computer hardware, software and peripheral equipment.
- Algebra and geometry.
- Data security processes and methodology.
- Current, legacy and emerging operating systems; network environments.
- Principles, methods and procedures of operating computers, networks and peripheral equipment.
- Hardware and software applications utilized by the department.
- Basic principles, methods, materials, tools and procedures involved in the installation, configuration, maintenance, repair and operation of network systems and related equipment.
- Database structures, on-line applications and capabilities of assigned computer systems.
- Applicable types of cabling systems, hubs, routers and other related equipment.
- Advanced knowledge of software programs.
- Installation and operation of computer operating system software.
- Materials, methods and tools used in the operation and repair of computer systems.
- Principles, theories and techniques of LAN and WAN installation and maintenance.
- Oral and written communication skills.
- Interpersonal skills using tact, patience and courtesy.
- Record-keeping techniques.
- Technical aspects of field of specialty.

Ability to:

- Perform a variety of specialized duties in the installation, configuration, maintenance and repair of computer network hardware, software, peripherals and other technology equipment.
- Problem solve with data, including interpretation of guidelines and problem solve with equipment.
- Understand and use technical information.
- Investigate, troubleshoot, diagnose and repair hardware, software and peripheral malfunctions.
- Install, operate, maintain and repair LANs and WANs as assigned; network environments; intra/internet applications.
- Serve as a technical resource to school personnel concerning computer systems, equipment and malfunctions as assigned.
- Test, evaluate and maintain network system security and servers.
- Inspect, troubleshoot, diagnose and resolve network problems and malfunctions.
- Install and configure network hardware, cabling, servers, hubs, routers, switches and related equipment.
- Research and establish communication with existing networks in the Internet.
- Operate a variety of tools and equipment utilized in the maintenance and repair of computer systems.
- Prepare backup data files in accordance with established procedures.
- Install, upgrade, configure and ensure proper operation of computer software, hardware and network equipment.
- Communicate effectively both orally and in writing; facilitate group discussions and solve practical problems.
- Establish and maintain cooperative and effective working relationships with others.
- Work independently with little direction.
- Meet schedules and timelines.
- Maintain various records related to work performed.

**WORKING CONDITIONS:**

Work Environment:

- Indoor/Outdoor work environment.
- Drive a vehicle to conduct work.

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.

- Dexterity of hands and fingers to operate hand tools, computer keyboards and other assigned equipment.
- Reaching overhead, above the shoulders and horizontally.
- Climbing ladders and working from heights.
- Sitting or standing for extended periods of time.
- Lifting and carrying moderately heavy equipment.
- Bending at the waist, kneeling or crouching.
- Seeing to perform computer repair duties.
- Climbing ladders to install equipment.

Hazards:

Exposure to fumes, dust and odors.

The information contained in this job description is for compliance with the Americans with Disabilities Act (A.D.A.) and is not an exhaustive list of the duties performed.

**FLSA Status:** Non-Exempt

**Board Approval Date:** February 14, 2023

**Personnel Commission First Reading:** October 20, 2022

**Personnel Commission Approval Date:** November 17, 2022

**Salary Range:** 44