



For the future of every student

CLASS TITLE: TECHNOLOGY SPECIALIST

BASIC FUNCTION:

Under the direction of the Network and Systems Manager, perform a variety of technical duties involved in the installation, configuration, maintenance, troubleshooting, diagnosis and repair of desktop and mobile device hardware, software, peripherals general network systems and server maintenance.

REPRESENTATIVE DUTIES:

ESSENTIAL DUTIES:

Install, set up, configure, modify and maintain desktop and mobile hardware, software and peripherals to assure the effective operation of computer systems and devices in the District's 1:1 program; respond to work orders and user requests for service; install, upgrade and update desktop and mobile device software and applications as needed.

Inspect, troubleshoot, diagnose and resolve hardware, software, application, peripheral and network system malfunctions; install, configure, maintain and repair a variety of peripherals and network components such as servers, cabling, switches and printers as required.

Prepare desktop and mobile device equipment for staff and student use; install software and hardware and observe and test elements of the computer for evidence of incorrect performance; connect work stations to network server; configure desktop and mobile devices for network, internet and database connectivity.

Provide technical training to District personnel concerning the operation of desktop and mobile device hardware, software, peripherals, and telephones; respond to inquiries and provide detailed and technical information concerning related practices, procedures and applications.

Prepare, pack, load, transport and unload new desktop and mobile device equipment for installation at various District sites; remove and dispose of or recycle obsolete equipment.

Provide assistance to District desktop and mobile device users with resolving hardware and software malfunctions; receive telephone calls and electronic correspondence concerning technology problems and malfunctions; provide general troubleshooting, determine type of request and provide solutions.

Monitor and maintain desktop and mobile device system security; run and update anti-virus programs as needed; implement anti-virus solutions and security patches; remove adware, spyware and run related programs and applications from computer work stations.

Install, configure, modify and maintain VoIP equipment, components, cabling and devices; inspect, troubleshoot, diagnose and resolve VoIP and telecommunication problems and malfunctions.

Communicate with personnel and various outside agencies to exchange information and resolve issues or concerns.

Operate a variety of desktop and mobile device, servers, peripherals and specialized software; utilize various hand tools, meters and testers; drive a vehicle to conduct work.

Monitor inventory levels of desktop and mobile device supplies and equipment; assist with ordering and maintaining adequate inventory levels of supplies; contact vendors to discuss and obtain product information, and receive assistance with resolving computer hardware and software malfunctions as needed.

Inspect desktop and mobile device equipment and determine need for outside assistance and repairs; arrange for and follow up on repairs, warranty services, upgrades and replacements as needed.

Maintain a variety of records related to work orders, repairs, desktop and mobile device equipment, software and assigned activities; maintain and update software licensing information.

Maintain current knowledge of technological advances in desktop and mobile device hardware and software; research solutions to complex technology issues; assist with coordinating the purchase of desktop and mobile device hardware and software.

Collaborate with various departments and personnel in determining technology and related training needs; assist departments with selecting and integrating computer programs and components.

Install, set-up and assure proper operation audio -visual equipment and systems as assigned; demonstrate and train personnel concerning the usage of various audio-visual equipment.

Perform related duties as assigned that support the overall objective of the position.

KNOWLEDGE AND ABILITIES:

KNOWLEDGE OF:

Practices, procedures and techniques involved in the installation, configuration, maintenance, troubleshooting, diagnosis and repair of desktop and mobile device hardware, software, networks and peripherals.

Desktop and mobile device hardware systems and software applications utilized by the District.

Principles, methods and procedures of operating desktop and mobile device and peripheral equipment.

Database structures, on-line applications and system capabilities of the District's computer systems.

Materials, methods and tools used in the operation and repair of desktop and mobile device systems.

Oral and written communication skills.

Interpersonal skills using tact, patience and courtesy.

Technical aspects of field of specialty.

Record-keeping techniques.

ABILITY TO:

Install, configure, modify and maintain desktop and mobile device hardware, software, networks and peripherals to assure the smooth running of computer work stations.

Investigate, troubleshoot, diagnose and repair hardware, software and network malfunctions.

Provide technical training and support to technology users concerning computer hardware and software operations, issues and malfunctions.

Install, update and configure various software and applications on desktop and mobile device.

Monitor, maintain and assure security of desktop and mobile device systems.

Meet schedules and time lines.

Operate desktop and mobile device and peripheral equipment properly and efficiently.

Maintain various records related to work performed.

Understand and follow oral and written instructions.

Work independently with little direction.
Communicate effectively orally and in writing.
Establish and maintain cooperative and effective working relationships with others.
Maintain regular and consistent attendance.

EDUCATION AND EXPERIENCE:

Any combination equivalent to sufficient experience, training and/or education to demonstrate the knowledge and abilities listed above. This would require graduation from high school supplemented by college-level course work in computer science or related field and two years experience involving the installation, maintenance and repair of computer hardware, software and peripherals.

LICENSES AND OTHER REQUIREMENTS:

Valid California driver's license.

WORKING CONDITIONS:

ENVIRONMENT:

Office environment.
Driving a vehicle to conduct work.

PHYSICAL DEMANDS:

Dexterity of hands and fingers to operate a computer keyboard.
Hearing and speaking to exchange information.
Seeing to view a computer monitor and read a variety of materials.
Sitting or standing for extended periods of time.
Lifting, carrying, pushing or pulling moderately heavy objects as assigned by the position.
Bending at the waist, kneeling or crouching.
Reaching overhead, above the shoulders and horizontally.

Approved by Personnel Commission: 09/19/2007
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