



**SANTA BARBARA COUNTY EDUCATION OFFICE
Personnel Commission**

CLASS TITLE: COMPUTER/NETWORK TECHNICIAN II

BASIC FUNCTION:

Under direction of an assigned supervisor provide technical assistance to the Santa Barbara County Education Office (SBCEO) departments. Perform installations and upgrades, troubleshoot and repair computers, maintain and recommend computer hardware and software; train users in operation of computer equipment and programs; support computers and data communication issues as they relate to networks, printers, and other peripheral devices.

DISTINGUISHING CHARACTERISTICS:

This position includes all the duties of the Computer/Network Technician I position described below, plus the primary responsibilities of administration of network servers and active directory; management of client/server applications and databases; and assistance with network administration and project management tasks.

REPRESENTATIVE DUTIES:

1. Provide technical assistance to SBCEO employees, both in person and over the phone.
2. Identify and resolve computer and peripheral device problems.
3. Install, test, and perform the setup of computers and peripherals, printer sharing devices, networks and data communication devices.
4. Submit bills daily for tasks completed; documenting time spent, parts used and software/hardware purchased.
5. Perform hardware and software upgrades and maintenance as required.
6. Document and maintain all technical procedures for the Computer/Network Technician Manual.
7. Evaluate computer hardware and software and make recommendations regarding selection, installation, upgrade, and use to the Computer/Network Support Supervisor.
8. Routinely update an assigned supervisor with status of tasks.
9. Participate in planning and implementing technical projects.
10. Ensure that regularly scheduled backups occur for all computer systems.
11. Perform annual software/hardware inventory for SBCEO department computers.
12. Prepare desk procedures.
13. Perform other computer/network/application support duties as needed.

KNOWLEDGE AND ABILITIES:

KNOWLEDGE OF:

Current Windows and Macintosh computers, peripherals, security devices, and related application and support software
Troubleshooting skills, strategies and resources
Network operating systems and related application software
TCP/IP, e-mail protocols, network printing and wireless
Customer support dynamics
Interpersonal skills
Software maintenance, network performance tuning, and system diagnostic software
Data communication and network access protocols
Industry standard word processing, spreadsheet and database programs and proficiency in the use of these and related programs

ABILITY TO:

Quickly acquire knowledge of the County Education Office's organization, operations, policies and objectives
Define problems, collect data and draw conclusions in a variety of situations where little standardizations exist
Prioritize, schedule and coordinate large workloads
Communicate effectively in both oral and written forms
Work well under pressure
Meet schedules and time lines
Perform individual research, analysis, and evaluations of computer hardware, software, and network technologies
Receive complaints and take steps to facilitate resolution
Work cooperatively with others and maintain effective working relationships with co-workers, supervisors, consultants and others as required; establish and maintain a calm, tactful, friendly and diplomatic manner
Effectively present information to upper management
Plan, organize and manage assigned functions
Maintain records, prepare reports and make presentations
Work confidentially with discretion
Work with vendors to develop an understanding of products, evaluate proposals, and enhance applications

EDUCATION AND EXPERIENCE:

A combination of training, education, and experience that provides the required knowledge and skill for the responsibilities of this position and four years of progressive experience with computers and network.

LICENSES AND OTHER REQUIREMENTS:

Incumbents in this class must possess a valid California driver's license and automobile insurance coverage required by law.

WORKING CONDITIONS:

Data processing environment, ability to climb, crawl, stoop, kneel, crouch, occasionally lift 25 lbs. or more, subject to noise and travel to various sites within the county.

APPROVED BY PERSONNEL COMMISSION: January 23, 2007

APPROVED BY PERSONNEL COMMISSION: March 26, 2009 Revised