COMPUTER SUPPORT ENGINEER

Purpose Statement:
Under general direction, analyzes, configures, and supports technology resources including computer hardware, mobile devices, and software; provides daily technical support and assistance for various technology resources in a large, multi-site, network environment.

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.

Distinguishing Characteristics:
This classification differs from the position of Lead Computer Support Technician, and Computer Support Technician due to expanded access to manage printers, network ports, and device management systems.

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:
- Provides support over various modes, including phone, in-person, chat or through SDCOE Service Management systems to clients remotely or in-person.
- Completes incident and service requests to repair computers, mobile computing devices, peripherals, and other equipment.
- Provides field support as needed to SDCOE sites and supported districts and charter schools.
- Confers with users on system operational malfunctions and determine corrective action or steps.
- Coordinates repair work sent to contracted repair organizations.
- Distributes and installs computer equipment and other peripherals.
- Researches, installs, and configures driver software for peripherals.
- Researches and stays current on mobile device management (MDM) systems and associated technologies for the evolving support, configuration, and maintenance needs for internal (SDCOE) and external (districts/charter schools) customers.
- Develops and optimizes pre- and post-patching processes to ensure proper implementation with minimal downtime and identify and track patches based on risks and opportunities to prioritize.
- Evaluates and prioritizes patches based on risk and potential impact on systems and users and communicates patch deployment metrics to relevant stakeholders.

- Coordinates with other teams, such as data center and cloud services, cybersecurity, and network services, to ensure timely and effective deployment of patches and updates.
- Assembles and deploys patch packages using relevant tools, such as Intune, Jamf, and other applications, and test software applications and operating system upgrades for compatibility prior to distribution to users.
- Installs printers and manages print server queues.
- Plans, researches, and develops curriculum and training materials; delivers training; determines user training needs for individuals or groups.
- Serves as a contact for County of San Diego and other SDCOE vendors/partners to ensure applications/systems are working properly.
- Researches, learners, installs, configures, and updates off-the-shelf application software, specialty software, and operating systems as requested, utilizing appropriate device management systems across a mix of device platforms including Windows, MacOS, iOS, Android and cloud-based Operating Systems for end users.
- Serves as a representative for Computer Support Services in any cross-department projects for SDCOE as assigned by the Supervisor.
- Under guidance provided by Network Services, performs basic switch configuration changes to enable ports to work with a computer or peripheral.
- Configures and maintains Google education/enterprise environments (Workspace) for SDCOE and supported districts in collaboration with Network Services and Cybersecurity.
- Creates and presents change management documentation as needed.
- Supports authentication issues with directory services, including PeopleSoft and multifactor authentication platforms.
- Researches, documents, and reviews recommended best practices to aid in continuous improvement and decreasing time to repair.
- Compiles and maintains all records related to technology asset management, including user device(s) assignment, warranty/lifecycle information, location information and maintenance required.
- Modifies existing and new forms, reports and other documents as designed by Administration for uniform system/user application.
- Performs anti-virus and anti-malware scans of user devices as requested.
- Performs research to resolve advanced problems, equipment, and program deficiencies.
- Reports major software, services, network, and system malfunctions to their respective service owners and managers.
- Tests and modifies software applications and operating system upgrades for compatibility prior to distribution to users.
- Troubleshoots system malfunctions to recommend third-party repair and/or replacement.
- Provides feedback and insight to staff creating awareness and/or training content.
- Works directly with teachers and staff in demonstrating or assisting in technology utilization at multiple school districts and SDCOE sites.

Other Functions:
- Performs 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:
Computers, peripherals, operating systems, and software applications in a network environment;
General knowledge of business software applications, such as Microsoft Word, Excel, PowerPoint, Outlook, Teams and Zoom
ChromeOS and Chromebook management within Google Workspace
Apple School Manager and how it integrates with JAMF and Intune to manage purchased applications for mobile devices
Principles and concepts of hardware installation required to operate a stand-alone or multi-user system;
Safety procedures due to potential hazards from exposure to high voltage.

ABILITY TO:
Perform repairs on computers and related peripheral equipment;
Perform hardware and software trouble analysis and determine level of repair service required;
Communicate effectively with all levels of staff;
Keep accurate records and schedules on many hardware and software items;
Work under the pressure of short deadlines on user needs related to system malfunctions or operator error;
Prioritize work schedule to meet high volume workload;
Troubleshoot, analyze and resolve problems;
Provide training and make presentations to individuals and groups;
Plan and organize individual work as well as the work of others;
Meet schedules and timelines; Communicate effectively both orally and in writing;
Work independently and as a member of a team; establish effective working relationships with those contacted in the course of work;
Exercise appropriate judgment in making decisions;
Demonstrate attendance sufficient to complete the duties of the position as required.

Working Environment:
ENVIRONMENT:
Duties are typically performed in an office setting.
Requires travel to and from school district and school locations.
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, bend at the waist, and reach overhead, above the shoulders and horizontally, to retrieve and store files; lift light objects. All requirements are subject to possible modification to reasonably accommodate individuals with a disability.

Education and Experience:

A combination of education, training and/or experience that clearly demonstrates possession of the knowledge and abilities listed. A minimum of four (4) years of experience in computer and/or mobile device hardware repair support is required. Experience in a school/education environment desired.

Required Testing	Certificates, Licenses, Credentials
N/A	One or more of the certifications listed below is required (must be current/active/valid upon application date). Additional certifications are desirable.

- CompTIA A+ Certification
- Google IT Support Professional Certificate
- Microsoft Endpoint Administrator
- Cisco Certified Support Technician (CCST) Networking
- Apple Certified IT Professional

Valid California Driver's License

Continuing Educ./Training	Clearances
N/A	Criminal Justice Fingerprint/Background Clearance
	Physical Exam including drug screen
	Tuberculosis Clearance

FLSA Status: Non-Exempt

Salary Grade   Classified Support, Grade 058

Personnel Commission Approved: **July 19, 2023**

Revised: N/A