COMPUTER SUPPORT TECHNICIAN

Purpose Statement:

Under general direction, the Computer Support Technician delivers, installs, and supports technology resources including computer hardware 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.

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. All requirements are subject to possible modification to reasonably accommodate individuals with a disability.

Essential Functions:
- Assist in the installation of enhanced software applications.
- Compile and maintain all records related to equipment use, location and maintenance required in the preparation of budget items for departmental use.
- Complete incident and service requests for computer repairs.
- Confer with users on system operational malfunctions and determine corrective action or steps.
- Coordinate repair work sent to contracted repair organizations.
- Distribute and install computer equipment and other peripherals.
- Install and configure driver software for peripherals.
- Install, configure, and update 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, and Android.
- Sets up users and security settings.
- Monitors and updates devices to ensure the security of data and user access privileges.

- Modify existing and new forms, reports and other documents as designed by Administration for uniform system/user application.
- Perform anti-virus and anti-malware scans of user devices as requested.
- Perform research to resolve advanced problem, equipment, and program deficiencies.
- Repair equipment and perform major or minor adjustments and as necessary.
- Report major software, services, network, and system malfunctions to their respective service owners and managers.
- Test and modify software applications and operating system upgrades for compatibility prior to distribution to users.
- Troubleshoot system malfunctions in order to recommend third-party repair and/or replacement.
- Provide feedback and insight to staff creating awareness and/or training content.
- Work directly with teachers and staff in demonstrating or assisting in technology utilization at multiple school district and SDCOE sites.
- May oversee the work of temporary staff and/or student workers.

Other Functions:

- Performs related duties as assigned.

Job Requirements: Minimum Qualifications:

Knowledge and Abilities

KNOWLEDGE OF:
Computers, peripherals, operating systems, and software applications in a network environment;
General knowledge of common word processing techniques and business software applications, such as Microsoft Word, Works, Excel, PowerPoint;
Curriculum support applications such as Accelerated Reader, NWEA MAPS, and CompassLearning;
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;
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 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 for extended periods of time; possess dexterity of hands and fingers to operate a computer keyboard and other 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:

Education: Two (2) years of experience in computer hardware repair support is required.

Experience: Experience in a school environment desired. Apple or A+ certification or equivalent) may be substituted for one (1) year of experience.

Required Testing   Certificates, Licenses, Credentials
N/A   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 055

Personnel Commission Approved: 12/10
Revised: 7/11, 2/13, 5/16, 9/18, 6/19, 8/22, 6/23