



JOB DESCRIPTION

Position Code: 525
Classified Group: CSEA
Salary Range: 47
Work Days: 260
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POSITION TITLE: Senior Technology Support Specialist

DEFINITION: Under general supervision, maintains the functionality of the district's computer system hardware components, related ancillary devices, software applications; conducts on-site surveys of work to be performed and troubleshoots more complex software issues; may assist other classifications of technology staff by delegating, inspecting, assisting with, and/or prioritizing workloads; provides technical leadership and support to department staff for assigned areas of responsibility.

DIRECTLY RESPONSIBLE TO: Coordinator, Technology Support

SUPERVISION OVER: N/A

DUTIES AND RESPONSIBILITIES: (Any one position may not include all of the duties listed; the listed examples do not include all duties and responsibilities which may be found in positions within this classification.)

1. Troubleshoots system problems to provide continued operation through permanent or alternative solutions.
2. Serves as a technical advisor to district staff and provides training as needed.
3. Coordinates and communicates system changes with technical staff and IT users.
4. Plans, implements, evaluates, and supports technology research of computer systems, databases, data warehouse, and/or network needs including performance monitoring.
5. Oversees the department's Support Desk and provides technical leadership to department staff assigned to monitor the Support Desk.
6. Monitors vendor web sites for new developments, system and application updates, known application or system problems, software compatibility issues, and other relevant information.
7. Administers technology small-based Capital Improvement Plan (CIP) projects.
8. Participates in large district-wide projects, as assigned.
9. Monitors and organizes parts inventories and notifies appropriate personnel to submit purchase order requests for parts or supplies based upon project necessity.
10. Sets up, installs, maintains, and repairs computers and networking devices (i.e. printers, scanners, etc.).
11. Assists in analysis of hardware problems and may perform computer hardware repair.
12. Independently performs computer software installation and configuration.
13. Participates with other technology support specialists in computer-based projects.
14. Develops training programs on new software applications and updates existing training materials/manuals when software upgrades or changes are received.
15. Assists in developing technical, operational, and instructional related manuals and related materials for end-users of networked applications.
16. Performs related work as required.

QUALIFICATIONS:

Education and Experience:

Equivalent to graduation from a two-year college with coursework in a technical computer related area of study (i.e. Computer Science, Programming/Programmer, etc.) and at least two years of increasingly responsible experience in a closely related field using of a wide variety of computer software programs, diagnosing and troubleshooting end-user software/hardware problems, performing routine system maintenance, etc. Experience working within the District's Technology Services Department may be substituted on a year-for-year basis in lieu of the educational requirements.

Licenses and Certifications:

- Valid California Class C driver's license issued by the California Department of Motor Vehicles within 30 days of hire or before driving any vehicle requiring this license

Knowledge, Skills, and Abilities:

- Knowledge of various operating systems (i.e. Apple OS/X, MS Windows, Linux, Android, iOS, ChromeOS, etc.)
- Knowledge and skill in the use of computers and assorted software applications
- Knowledge of computer diagnostics and maintenance and the installation and repair of hardware within a networked environment
- Knowledge of principles of analysis and design of microcomputer systems and procedures
- Knowledge of network systems and microcomputer communications (i.e. LAN, WAN, VoIP, Wi-Fi, virtual systems, etc.)
- Knowledge of interpersonal skills using tact, patience, and courtesy
- Ability to analyze, configure, install, and maintain highly technical and complex computer-based programs
- Ability to identify and document work systems and procedures, including flow chart and documentation techniques
- Ability to communicate effectively, in both technical and non-technical terms, with all levels of district staff
- Ability to read, interpret, and apply complex technical publications, manuals, and other documents
- Ability to work effectively with all levels of district staff
- Ability to understand and follow verbal and written instruction
- Ability to work independently, with minimum direction, and make decisions within the framework of established guidelines

WORKING CONDITIONS:

Work Environment:

- Indoor office environment
- Quiet conditions with continuous contact with staff and frequent interruptions
- Frequent travel between district sites

Typical Physical Characteristics: (with or without use of aids; consideration will be given to reasonable accommodation).

- Communicate to exchange information in person, in small groups, and/or on the telephone
- Inspect documents and other written materials with fine print

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- Operate office equipment requiring repetitive hand movement and fine coordination
- Sufficient dexterity to remove and replace components in a computer
- Lift or move equipment or objects weighing up to 30 pounds
- Moves about facilities to conduct work, including walking, kneeling, crouching, and remaining seated for long periods of time
- Ability to maintain consistent, punctual and regular attendance

Other Characteristics:

- Ability to learn and adapt to new technologies, systems, and applications
- May be required to obtain updated applicable training

This job description is not a complete statement of essential functions and responsibilities. The district retains the discretion to add or change typical duties of a position at any time.

Board Approved: 12/5/1989
Revised: 6/7/1996
Revised: 8/27/1996
Revised: 5/22/2018