JOB DESCRIPTION

Position Code: 535
Classified Group: CSEA
Salary Range: 44
Work Days: 260
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POSITION TITLE: Technology Support Specialist II

DEFINITION: Under general supervision, evaluates, installs, and supports computing devices, application software, and classroom presentation equipment for usability in the district; interfaces with users both remotely and on-site for analysis and resolution of computer and technology related issues.

DIRECTLY RESPONSIBLE TO: Coordinator, Technology Support

SUPERVISION OVER: N/A

DUTIES AND RESPONSIBILTIES: (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. Determines requirements, installs, configures, and maintains computer and other computing devices, operating systems, virtual environments, and application software/hardware within district-wide networked environment.
2. Ensures that all technical support requests and resolutions are documented and tracked in the support desk software in accordance with established departmental practices and district procedures.
3. Assists with the development of operating instructions, tutorials, manuals, and technical procedures to aid end-users in utilizing computing devices, application software, and cloud based programs.
4. Works with campus and district technicians, specialists, and analysts to implement and maintain needed connectivity and resolves connectivity problems.
5. Troubleshoots and resolves end-user generated computer application software problems.
6. Responds to end-user technical support requests and provides end-user training on the proper use of hardware and standard, non-instructional software applications.
7. Deploys, installs, maintains, troubleshoots, and repairs basic hardware parts and modules in use with connectivity equipment and related devices by replacing components and rebuilding/upgrading with new and/or recycled/refurbished components.
8. Independently performs computer software installation and configuration.
9. Evaluates end-user needs and makes recommendations of proper hardware and software requirements within district technology standards.
10. Monitors parts inventories and notifies appropriate personnel to submit purchase order requests for parts or supplies as needed.
11. Participates with other department team members in technology-based projects, as assigned.
12. Performs related work as required.

QUALIFICATIONS:

Education and Experience:
Equivalent to the completion of at least 30 semester units of college-level coursework in a technical computer related area of study (i.e. Computer Science, Computer Programming, etc.) or two years of experience in a closely related field using a wide variety of computer software

programs, diagnosing and troubleshooting end-user software/hardware problems, and/or performing routine systems maintenance, etc.

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 computer systems and procedures
- Knowledge of network systems and computer 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
- Ability to maintain consistent, punctual and regular attendance

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
- Operate office equipment requiring repetitive hand movement and fine coordination
- Sufficient dexterity to remove and replace components in a computer
- Move and lift 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

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