



SAN MATEO UNION HIGH SCHOOL DISTRICT

CLASSIFIED JOB DESCRIPTION

JOB TITLE: **TECHNOLOGY SUPPORT SPECIALIST I, II & III**
REPORTS TO: Director of Technology **SITE:** All Schools
CLASSIFICATION: Classified Bargaining Unit **WORK YEAR:** 12 Months
SALARY: Range 138 (TSS I), Range 153 (TSS II), Range **256 (TSS III)** – Classified Salary Schedule
APPROVED BY THE BOARD OF TRUSTEES: February 21, 2019

JOB SUMMARY:

Under general supervision, perform skilled work in the installation, maintenance and repair of computer and electronic equipment; and perform related duties as assigned.

CLASS CHARACTERISTICS:

Positions in this class require knowledge of procedures in a technical field. This knowledge is used to analyze and interpret results of diagnostic tests, to determine a work plan, and apply the solution. The supervisor provides continuing or individual assignments by indicating generally what is to be done, quantity expected, deadlines, and priority of assignments. Guidelines for performing the work are available, but incumbents must be resourceful in working with guidelines that are not completely applicable to the work or have gaps in specificity.

Technology Support Specialist I (TSS I) is the entry part of this job description. Initially under closer supervision, incumbents learn and perform a variety of report, installation and maintenance duties of increasing complexity. This class requires some previous training and some experience in the field.

Technology Support Specialist II (TSS II) is the fully qualified journey level of this class. Under general supervision incumbents perform the full range of duties additionally providing support and guidance to TSS I.

Technology Support Specialist III (TSS III) is the fully qualified advanced journey level of this class. Under general supervision incumbents perform the full range of duties additionally providing support and guidance to TSS I and TSS II.

ESSENTIAL FUNCTIONS for TSS I:

- Set up and configure desktop computers, printers, and other peripheral equipment; install network and communications software; connect computers to the district's Local Area Network.
- Install cable and appropriate interface connectors to network both MAC and PC systems.
- Troubleshoot computer system and network problems; run diagnostic and utilities software to diagnose malfunctions and recover data; rebuild computer desktops and reinstall software.
- Upgrade computer systems by installing new DRAM, video and other enhancement chips; replace CPU chips, transistors, wires, and other electronic components.
- Perform skilled maintenance of audio/visual and other electronic equipment; align, adjust, and calibrate equipment in accordance with specifications; replace defective components and wiring.
- Test and evaluate new software; provide technical assistance to users using new software products.
- May conduct training sessions on hardware and software set up and operations.

ESSENTIAL FUNCTIONS for TSS II:

- Assist in the installation and maintenance of the district's Wide Area Network to address networked computers; adjustments to LAN system to improve computing performance; and maintain security software, patches, updates and etc.

- Provide computer user support as required to ensure desktop computers are set up correctly and properly interfacing with the Local Area Network.
- Assist in the training of employees on the uses of standard business software; recommend software purchase.
- Maintain list of location and status of all computer systems located at assigned school sites.
- Provide support and guidance to TSSI in solving problems that exceed their range of knowledge or experience.
- Provide technical guidance to school site staff.
- Assist in the selection and acquisition of new technology hardware and software.
- In conjunction with Student Data Specialist, set-up new employees accounts including passwords and access to Student Information Systems.
- Perform all functions of the TSS I position.

ESSENTIAL FUNCTIONS for TSS III:

- **Coordinate, maintain, and organize all aspects of the Helpdesk & Inventory System.**
- **Answer phone, communicating with teachers and staff to diagnose tech related issues and dispatch TSS I, II when necessary.**
- **Provide support and guidance to TSSI and TSSII in solving problems that exceed their range of knowledge or experience.**
- **Oversee timely delivery of quality technical support service at each site.**
- **Manage Active Directory user's accounts at the assigned school sites.**
- **Assist in day-to-day monitoring of the district's Wide Area Network; configure routers and hubs to address networked computers; adjustments to LAN system to improve computing performance; and maintain security software, patches, updates and etc.**
- **Set-up new employees accounts including passwords and access to Student Information Systems in conjunction with Student Data Specialist.**
- **Perform all functions of the TSS I and II positions.**

EMPLOYMENT STANDARDS:

- Incumbent must be able to perform essential functions above with or without reasonable accommodation.
- Incumbent must maintain a positive, helpful, constructive attitude and working relationship with the department supervisor and departmental employees, other District employees, the Board of Education, students, parents and the general public.

QUALIFICATIONS:

Education/Training Experience

TSS I

- High School diploma plus additional relevant course work.
- Standard methods of personal computer installation and set-up.
- Combination of experience, educational and vocational training desirable.
- The ability to multi-task in a busy environment.
- Some direct experience in the field.
- Ability to observe health and safety regulations.
- Ability to meet District standard of professional attitude as outline in Board Policies 4119.21, 4219.21, & 4319.21, Professional Standards for Classified Employees.

TSS II

- In additional to the above, Completion of at least one course of study of a recognized industry certification, for example, A+, MSC, CCMA.
- Training in managing voice over IP telephonesystems.
- Ability to observe health and safety regulations.
- Ability to meet District standard of professional attitude as outline in Board Policies 4119.21, 4219.21, & 4319.21, Professional Standards for Classified Employees.

TSS III

- **In additional to the above, Ability to provide training for TSS I and TSS II positions.**
- **Ability to join in procurement RFP processes as needed.**
- **Ability to observe health and safety regulations.**
- **Ability to meet District standard of professional attitude as outline in Board Policies 4119.21, 4219.21, & 4319.21, Professional Standards for Classified Employees.**

PHYSICAL DEMANDS/WORKING CONDITIONS WITH OR WITHOUT REASONABLE ACCOMMODATIONS

- Ability to sit for long periods of time.
- Ability to work in a fast paced environment
- Ability to operate a computer keyboard and calculator.
- Ability to multitask in a busy environment
- Ability to tolerate noise level in the working environment.
- Ability to manipulate fine tools and equipment.
- Ability to lift up to 50 pounds.
- Exposed to electrical wiring and equipment.

LICENSE/OTHER REQUIREMENTS:

- Valid California Motor Vehicle Operator's License.
- Must successfully pass the District's pre-employment Department of Justice Live Scan fingerprinting.
- Must successfully pass the District's pre-employment tuberculosis testing.

The intent of this job description is to provide a representative summary of the major duties and responsibilities performed by incumbents of the position and are not intended to reflect all duties performed within the job. Incumbents may be required to perform other job-related tasks other than those specifically presented in the description.

SMUHSD is an equal opportunity employer in compliance with the Americans with Disabilities Act and all other applicable Federal, State, and Local regulations.

SMUHSD Equity Vision

Vision: All students will learn in a safe, inclusive and equitable environment that validates, respects and honors their unique backgrounds, interests and identities.

Mission: We will continually identify, disrupt and eliminate institutional biases and barriers to ensure that all students have the skills and knowledge to thrive physically, emotionally, and academically.

Equal Opportunity Employer Statement

San Mateo Union High School District is an equal-opportunity employer that is committed to diversity and inclusion in the workplace. We prohibit discrimination and harassment of any kind based on race, color, sex, religion, sexual orientation, national origin, disability, genetic information, pregnancy, or any other protected characteristic as outlined by federal, state, or local laws.

This policy applies to all employment practices within our organization, including hiring, recruiting, promotion, termination, layoff, recall, leave of absence, compensation, benefits, training, and apprenticeship. SMUHSD makes hiring decisions based solely on qualifications, merit, and business needs at the time. For more information, read through our [Nondiscrimination in Employment](#) policy.

[Equity Flyer](#)

[BP0415.1 Racial Equity](#)

[AR0415.1 Racial Equity](#)

DISASTER SERVICE WORKERS:

All San Mateo Union High School District employees are designated Disaster Service Workers through state and local law (California Government Code Section 3100-3109). Employment with the District requires the affirmation of a loyalty oath to this effect. Employees are required to complete all Disaster Service Worker-

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related training as assigned, and to return to work as ordered in the event of an emergency.