

COLTON JOINT UNIFIED SCHOOL DISTRICT

CLASS TITLE: LEAD TECHNOLOGY SUPPORT SPECIALIST

BASIC FUNCTION:

Under the direction of an assigned supervisor, provide assistance to District computer users with resolving hardware and software malfunctions; perform a variety of technical duties involved in the installation, configuration, operation, maintenance, troubleshooting, diagnosis and repair of computer hardware, software and peripherals for the District's end-user computer equipment and active network components; create approved documentation and provide user training; train and provide work direction to assigned staff.

REPRESENTATIVE DUTIES:

ESSENTIAL DUTIES:

Train and provide work direction to assigned staff; plan and assist work as directed; oversee work in progress to assure compliance with work orders and applicable policies and procedures.

Provide end user training on software, services and hardware used by the district; create approved end user documentation as needed or requested.

Maintain computer accounts in active directory; reset domain user passwords in active directory and student passwords in the student information system.

Setup and install IoT; perform small device administration and assist with the installation of IDF and MDF equipment in coordination with network systems staff.

Coordinate with Educational Services staff for EDTech technology and solution deployment.

Perform a variety of complex technical duties involved in the physical installation, operation, maintenance and troubleshooting of client hardware, software and peripherals.

Assist with the diagnosis of OSI layer-1 technology infrastructure including wired/wireless network issues.

Provide technical assistance and support to District computer users with resolving hardware and software malfunctions; provide general troubleshooting, determine type of request and provide solutions; investigate, diagnose and repair hardware, software and related equipment malfunctions as necessary; maintain device-to-network connectivity for multi-platform/multi-OS environments.

Install, configure, update and maintain computer hardware, software and peripherals to assure the smooth running of user computational systems, constituent components, option upgrades and peripheral devices; assure network connectivity of applicable devices.

Serve as a technical resource to District personnel concerning the operation of computer hardware, software and related peripherals; respond to inquiries and provide detailed and technical information by phone, e-mail, on-site, or remote access.

Utilize appropriate system imaging, configuration and software provisioning tools to deploy, maintain and monitor end user devices.

Communicate with Administrators, personnel, vendors and various outside agencies to exchange information and resolve issues or concerns.

Operate a variety of computers, mobile devices, interactive displays (ie. smartboards), casting devices, peripherals and specialized software.

Assist in the maintenance of laptops, workstations, tablets, interactive displays (i.e. smartboards), casting devices, and mobile devices as directed.

Assist in monitoring and maintaining adequate levels of computer systems and supplies; assist with updating inventory data as needed; notify appropriate personnel of needs for hardware or software upgrades and major repairs.

Attend and participate in meetings and conferences.

Maintain routine records related to work orders and assigned activities.

Assist with setup and support of technology for site and district special events or meetings.

OTHER DUTIES:

Perform related duties as assigned.

KNOWLEDGE AND ABILITIES:

KNOWLEDGE OF:

Practices, procedures and techniques involved in the installation, configuration, maintenance, troubleshooting, diagnosis and repair of computer hardware, software, interactive displays (i.e. smartboards), casting devices, and peripheral equipment.

Computer hardware systems and software applications utilized by the District.

Principles, practices and concepts of networks and information systems.

Applicable network and computer operating systems.

Printers, scanners and other peripheral equipment including installation, loading of drivers, diagnosis, and maintenance procedures.

Database structures, on-line applications and system capabilities of the District's computer systems.

Microsoft Active Directory organization.

Develop various PC programming scripts for loading software on PCs and for performing file backups on PCs

Write scripts using power shell, DOS and VBS.

Ethernet troubleshooting techniques.

Basic fiber optic connections, Windows OS, MacOS, iOS, Android OS, Chrome OS, Linux, and Wi-Fi implementations troubleshooting techniques.

Proper methods of storing and handling equipment, materials and supplies.

Scheduling requirements for prioritization of work within departmental service level contract.

Materials, methods and tools used in the operation and repair of computer and client network systems.

Oral and written communication skills.

Interpersonal skills using tact, patience and courtesy.

Basic record-keeping techniques.

Technical aspects of the field of information technology.

ABILITY TO:

Provide assistance to District computer users with resolving hardware and software malfunctions. Install, configure, modify and maintain computer hardware, software and peripherals to assure the smooth running of computer systems and computer devices.

Assist with administration of local user accounts and groups as directed.

Investigate, troubleshoot, diagnose and repair hardware, software and related peripheral malfunctions.

Serve as a technical resource to District personnel concerning the operation of computer hardware, software and related peripherals.

Install, upgrade and configure various software applications on network systems and computers.

Make routine equipment adjustments and perform routine maintenance.

Meet schedules and timelines.

Operate computers and peripheral equipment properly and efficiently.

Maintain routine records related to work performed.

Understand and follow oral and written instructions.

Work independently with little direction.

Communicate effectively orally and in writing.

Establish and maintain cooperative and effective working relationships with others.

Complete work with many interruptions.

EDUCATION AND EXPERIENCE:

Education: Graduation from high school or equivalent and completion of two years of college-level coursework in computer science, information systems or related field.

Experience: Five years of experience involving the installation, maintenance and repair of computer hardware, software and peripherals including work with network systems.

Any combination of training and/or experience that would likely provide the required knowledge and abilities may be considered.

LICENSES AND OTHER REQUIREMENTS

Valid CA Driver's License

Position requires the use of a personal automobile

WORKING CONDITIONS:

ENVIRONMENT:

Office environment.

Driving a vehicle to conduct work

PHYSICAL DEMANDS:

Dexterity of hands and fingers to operate a computer keyboard.

Hearing and speaking to exchange information.

Seeing to view a computer monitor and read a variety of materials.

Sitting or standing for extended periods of time.

Reaching overhead, above the shoulders or horizontally to store and retrieve equipment and supplies.

Lifting, carrying, pushing or pulling moderately heavy objects.

Bending at the waist, kneeling or crouching.

HAZARDS:

Extended viewing of a computer monitor and close focus working distances.

Line voltages within equipment.

Laser and infrared light emissions.