TECHNOLOGY AND INFORMATION SYSTEMS SUPPORT SPECIALIST I

DEFINITION:

Under the supervision of the Network and Information Technology Manager or designee, the Technology and Information Systems Support Specialist I will provide basic to intermediate desktop support on a variety of issues through identification, research, and resolution of technical problems; manage, review, and complete assigned work orders and phone calls using best practices, demonstrate effective communication skills and department procedures for technical support; and promote excellent client customer service.

QUALIFICATIONS:

Experience: Three years of increasingly responsible experience in technology systems maintenance and support preferred. Candidates with K-12 and/or higher education technology support experience are encouraged to apply.
Education: Bachelor's degree from an accredited four-year institution in information technology or other technology-related field is preferred. Information systems certifications and college-level coursework is desirable.
Other: Possession of a valid California Driver License; this position may require the use of the employee's personal vehicle.

DISTINGUISHING CHARACTERISTICS:
- Provide basic to intermediate support on a variety of technology issues.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

Under the direction of Network and Information Technology Manager or designee, incumbent will:

- Perform general technical support and troubleshooting of systems hardware and software, Local Area Network (LAN), wireless LAN, telephony, printers, multi-function printers, scanners, audio visual systems, mobile devices and other district technologies.
- Troubleshoot issues and provide solutions using specific product knowledge, system tools, and established methods and procedures.
- Provide support for common district A/V needs including setup, training and maintaining functionality.
- Collaborate with Technology Support Specialist II and Centralized Technicians to design and refine desktop and mobile device configurations including planning, testing, and implementing new and/or revised solutions.
- Use communication channels to inform team of important issues and information which will help improve team performance.
- Resolve basic to intermediate problems through onsite and remote assistance.
- Manage and promptly document work orders utilizing district standards.
- Participate in technology projects, and take a leadership role in various basic to intermediate technology projects including site technology equipment moves and additions and deployments of desktops and peripherals.
- Ensure users can access applications essential to their job duties.
- Perform other related duties as assigned.

KNOWLEDGE:
- Technical understanding of the Internet, URLs, email, common enterprise infrastructure protocols and services.
- Methods, operations, materials, tools and terminology related to the installation, configuration, maintenance, operation and repair of desktop computers and mobile device systems.
- LAN/WAN, Active Directory, networking and Voice over IP (VoIP).
- Proficiency with using Windows, iOS, and mobile operating systems.
- Proper use and operation of equipment, software packages, system applications, word processing, and spreadsheet, and other related software.
- Interpersonal skills including tact, patience and courtesy.

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ABILITIES AND SKILLS:
- Communicate and present ideas in user-friendly language to both technical and non-technical clients and staff as needed.
- Familiarize users with common district hardware and software.
- Promote cooperative and effective working relationships with others.
- Analyze data to identify software and hardware problems.
- Effectively read, understand and apply technical and complex documents to solve technology problems.
- Obtain price quotes for repair or replacement of technology related equipment.
- Organize and prioritize assigned tasks to meet established schedules, timeliness, and/or deadlines.

PHYSICAL REQUIREMENTS:
Physical abilities include the usual and customary methods of performing the job's functions and require the following physical demands: occasional lifting, carrying, pushing and/or pulling; some climbing and balancing, some stooping, kneeling, crouching; reaching, handling, touching and/or feeling; manual dexterity to operate a telephone and enter data into a computer.

Significant physical abilities include ability to sit at a desk, conference table, or in meetings of various configurations for extended periods of time; see and read, with or without visual aids, laws and codes, rules, policies and other printed matter, computer screens and printouts; hear and understand speech at normal room levels and hear and understand speech on the telephone; speak in audible tones so that others may understand clearly in normal conversations. Physical ability must be sufficient enough to lift typical computer equipment (computers, monitors, printers).

WORK ENVIRONMENT:
- Familiarize users with common district hardware and software.
- Promote cooperative and effective working relationships with others.
- Analyze data to identify software and hardware problems.
- Effectively read, understand and apply technical and complex documents to solve problems.