

TECHNOLOGY & INFORMATION SYSTEMS (TIS) SUPPORT SPECIALIST II

DEFINITION

Under supervision of the Director of Technology & Information Systems, to implement, maintain and support computer technology across the District at multiple school sites and District support centers.

ESSENTIAL FUNCTIONS

Provide technical support, analyze problems, and perform maintenance of microcomputer, peripheral equipment, and local area network systems; install system hardware and software programs and other related duties.

Provide escalation support for complicated PC troubleshooting problems.

Install, repair, adjust, and maintain computer equipment including PCs, network equipment, cabling, servers, disk drives and other internal PC components and peripherals, or refer to District Hardware Support Specialist, as needed.

Use diagnostic equipment/programs to troubleshoot operational, hardware, software, and network problems and effect/coordinate resolution.

Provide personal consultation, training and support to users for hardware and software applications. Assist users with problems involving PC software applications.

Maintain equipment and supply inventory. Maintain site records of hardware, warranties, and repairs. Provide point of contact for TIS service.

Under direction of the Director of TIS, work with site technology staff to provide assistance as needed to provide additional on-site support for users.

Coordinate the purchase of new software with the TIS Department to help minimize costs and ensure District-wide standards.

Install new software (both on the network and at local workstations). Provide technical assessment of software compatibility with the site LAN and the District WAN.

Set up workstations, both stand-alone and networked, according to TIS standards.

Maintain consistency with all sites through coordinated efforts with the TIS Department and other technology coordinators.

Assist sites with understanding and, following the site and District technology plans, including planning hardware and software purchases to meet plan goals and objectives and District standards.

QUALIFICATIONS:

Knowledge of:

Principles, capabilities and operation of microcomputers and related equipment; operating systems (minimum requirements: Windows 3.1x and Windows 9X), network operating systems (preferably Novell Netware and Microsoft Windows NT), various applications and application suites; and a broad understanding of local and wide area networks.

Ability to:

Communicate effectively (orally and written) with individuals and groups; organize and work independently; teach computer skills to others; work cooperatively with others and gain their respect and confidence; analyze and identify software and hardware problems; effectively use manuals to solve problems; communicate effectively with software/hardware vendors to identify and resolve problems; physical ability sufficient enough to lift computer equipment (computers, monitors, printers).

Experience:

Minimum of two years of computer-related training, AND a minimum of three years experience in technology support and maintenance. This experience must demonstrate both advanced computer skills and customer relations skills with the ability to provide user support and technical assistance.

License

Possession of a valid California driver's license and insurance. This position requires the use of the employee's personal vehicle.

Board Approved: 9/16/99