Job Description

POSITION TITLE:	**Hardware Support Technician**	**#2215**
SALARY PLACEMENT:	**Classified Salary Schedule** **Range 41**	

SUMMARY OF POSITION:
Under general direction of management personnel, performs a variety of tasks including operation and installation of Chromebook, Macintosh and Windows operating systems and mobile computing devices along with a variety of peripheral and network equipment; assists customers to determine cause and resolution of problems. Performs other related duties as required. Establishes and maintains hardware parts inventory for supplies and computer center related materials; may manage junior level technical positions.

MINIMUM QUALIFICATIONS-EDUCATION, TRAINING, AND EXPERIENCE:
Possess a Bachelor's Degree from an accredited College or University with a concentration in computer-related technology and/or Business Administration; or equivalent experience in management information systems.
Three years of increasingly responsible experience with information systems including network, computing devices, maintenance, and troubleshooting.

DESIRABLE QUALIFICATIONS – EDUCATION, TRAINING, AND EXPERIENCE:
Over three years of increasingly responsible experience in a hardware and software support capacity in a user-oriented environment. Hardware repair experience with Macintosh and Windows computers, printers, scanners, and other peripherals. Background in the installation and troubleshooting of desktop software applications. Understanding of the purchasing and tracking of parts and repair inventory systems, budgeting, problem system tracking, and troubleshooting methodologies required. Experience in a public education environment.

Operate and have a sound technical understanding of a wide variety of computing systems, operations, hardware, and software; proper office methods and practices; operational requirements of networked computer systems; applications including Microsoft Office and others; Chromebooks, Macintosh, Windows, and Windows Server operating systems; mobile computing platforms including smartphones and tablets; modern computer techniques, methodologies, principles, and practices. Maintain and actively pursue personal knowledge of current industry trends and technological advancements within the computing field. Ability to diagnose and repair equipment in school site and district offices; experience repairing mobile devices including smartphones and tablets a plus.

KNOWLEDGE, SKILLS, AND ABILITIES:
Knowledge of:
- proper office methods and practices
- operational requirements of networked computer systems
- applications including Microsoft Office and others
- Chromebooks, Macintosh, Windows, and Windows Server operating systems
- mobile computing platforms including smartphones and tablets
- modern computer techniques, methodologies, principles, and practices

Ability to:
- be flexible and receptive to change
- follow manuals and read complicated instructions

- understand and carry out oral and written instructions
- use appropriate and correct English, spelling, grammar, and punctuation
- perform arithmetic calculations with speed and accuracy
- operate and have a sound technical understanding of a variety of computing systems, operations, hardware, and software
- maintain and actively pursue personal knowledge of current industry trends and technological advancements within the computing field
- work independently
- establish and maintain effective working relationships with others in a large diverse user environment

Possess:
- a valid California driver's license and proof of liability insurance coverage in the minimum amount required by SJCOE policy; insurable by the SJCOE carrier. Must furnish own transportation as required to fulfill job duties.

ESSENTIAL FUNCTIONS:

Essential functions may include, but are not limited to:

1. Work effectively with school districts, community organizations, government agencies, parents, students, and/or staff.
2. Maintain confidentiality on issues concerning program and staff.
3. Participate, coordinate, or conduct a variety of meetings, staff development, committees, trainings, workshops, and/or conferences in order to present material and information concerning department programs, services, operations, and activities.
4. Represent the SJCOE at local, regional, and state meetings, conferences, in-services, boards, councils, and events.
5. Maintain current knowledge and interpret applicable rules, regulations, policies, procedures, contracts, State and Federal laws, codes, and regulations.
6. Communicate effectively both orally and in writing.
7. Analyze situations accurately and adopt an effective course of action.
8. Establish and maintain cooperative and effective working relationships with others.
9. Work independently with little direction.
10. Meet schedules and timelines.
11. Prepare reports as needed for programs.
12. Utilize computing hardware and software, word-processing, spreadsheet, and database applications to perform basic duties including documentation, reporting, scheduling, and user support.
13. Receive calls for assistance, installation, and general maintenance; logs calls, prioritize and take appropriate action to ensure a satisfactory response with acceptable time frames for customers; provide status reports on all requests.
14. Provide training and support to a diverse customer base in the proper application of computing hardware and software systems along with policies and procedures related to technology.
15. Maintain a current level of technical knowledge and skills involving computing and software architecture, implementation and troubleshooting, equipment, and trends.
16. Install, test, operate, monitor, and maintain operating systems and applications (word processing, spreadsheets, virus protection, and others), Databases, Network/Internet applications (email, Internet browsers, backup, and others) on Chromebooks, Macintosh, Windows, and mobile computing devices.
17. Perform diagnostic tests, modify, or repair hardware to the board or component level; gather and record appropriate data related to these functions.
18. Interface to vendors for the purpose of establishing and maintaining a source of hardware systems, components, parts, and peripheral devices; problem resolution; and training and in-service programs.
19. Ensure that a complete inventory of supplies and parts are maintained and that all shortages are ordered in a timely manner.
20. Plan, organize, and coordinate daily schedules for all sites.
21. Respond to a rapidly changing technical environment and the requirements of customers.
22. Comply with all standards, procedures, controls, and policies as established by San Joaquin County Office of Education, participating school districts, and the Information Technology department.
23. Perform other related duties as required.

PHYSICAL REQUIREMENTS:

Employees in this position must have the ability to:

1. Sit and stand for extended periods of time.
2. Enter data into a computer workstation, operate standard office equipment and use a telephone.
3. See and read a computer screen and printed matter with or without vision aids.
4. Speak, hear, and understand speech at normal levels and on the telephone.
5. Stand, walk and bend over, reach overhead, grasp, push and move, lift and/or carry up to 50 pounds to waist height.
6. Handle moderate to heavy pieces of equipment.
7. Exert high physical effort.

WORK ENVIRONMENT:

Employees in this position will be required to work indoors and outdoors in a standard office environment and come in direct contact with SJCOE and school district staff, students, parents, outside agency staff and the public.

Employees may be required to work outside of normal workdays and office hours for emergency situations, troubleshooting, critical demand periods, scheduled vacations or to meet installation deadlines. Requires travel within San Joaquin County and occasionally elsewhere within California.

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