

CLASSIFIED JOB DESCRIPTION

COMPUTER SUPPORT TECHNICIAN III

JOB SUMMARY:

Administers site or department's Help Desk management system. Assists the Network and/or the Systems administrators with the installation of network hardware, software, and operating systems. Supports users in the development of site technology plans. Tracks and resolves warranty issues. Acts as a reference source for school site technology support staff to help solve complex technical issues. Supports users in the operation of District-owned and licensed technology products; and responds to Help Desk inquiries by providing on-site and telephone support to users. Prepares and delivers one-on-one and group training; troubleshoots hardware and software problems; and installs software and hardware products and upgrades. Provides expertise in the creation of District technology plan initiatives and organizes implementation of these initiatives.

ESSENTIAL JOB FUNCTIONS:

- Is responsible for the design, report generation, and maintenance of the site or department's District Help Desk management system.
- Acts as an advisor in the ongoing development of school site technology plans.
- Develops technical training for school technology representatives and professional staff.
- Researches and resolves complex technical issues for users and site support staff.
- Administers and updates the Help Desk troubleshooting knowledge base of the Information Technology (IT) Department.
- Actively expands the knowledge base of the Department.
- Possesses knowledge and ability to implement, tune, and monitor automated processes, including computer OS update and antivirus subscription process.
- Installs and supports the District's standard office and student software products.
- Assists in the installation and troubleshooting of Ethernet and Wireless Networks, including servers, hubs, switches, and wireless access points.
- Creates and maintains a library of District standard computer setup images. Works at streamlining the imaging process by carefully documenting and cataloging images for future use.
- Installs hardware components such as NICs, HDDs, RAM, CD-ROMs.
- Maintains up-to-date market information regarding the purchase of computer hardware and software.
- Builds and maintains strong relationships with vendors.
- Resolves virus infestations and makes recommendations for antivirus software.
- Maintains state of the art knowledge of changes in technology and their impact on District supported software.
- Presents training courses on technological topics.
- Performs related duties as assigned.

ESSENTIAL JOB REQUIREMENTS - QUALIFICATIONS:

- A strong customer service attitude is a critical quality in this position.
- Ability to accomplish tasks in an efficient and timely manner according to schedule.
- Five years' experience in hardware and software support troubleshooting Macintosh and Windows systems in a business and/or school environment; setup and use of District software products, (e.g. Microsoft [MS] Office Suite, e-mail, and Internet browsers); experience in implementing business and educational computer system improvements; customer training.
- Knowledge of both PC and Mac platforms related accessories (e.g., AppleTV and Screenbeam).
- Experience in implementing educational computer system improvements and training.
- Experience in the administration of a Help Desk management system.
- Knowledge of network operating systems and hardware components.
- Ability to guide the improvement of school site tech plans.
- To isolate and resolve problems in the operation of computer hardware and software.
- Document work required and work completed, and to work effectively at the school sites.
- Ability to work in a dynamic work environment and work on multiple tasks at a time.
- Ability to acquire knowledge by referencing user and technical manuals and accessing internet resources.
- Aware of changes in technology and how it affects District-supported software and hardware.
- Interpersonal skills needed to foster an effective and cooperative working relationship with technical support staff at school sites.
- Ability to effectively communicate with nontechnical staff regarding the use of their assigned computer hardware and software; to isolate and resolve problems in the operation of District computer hardware and software; to document work required and work completed; and to work effectively at the school sites.
- Ability to work in a dynamic work environment and on multiple tasks at a time.
- Ability to acquire knowledge by referencing user and technical manuals and accessing Internet resources.
- High school diploma or GED required. College degree preferred.
- Valid California driver's license and insurability for operation of District vehicles.
- Desired Additional Experience:
 - Installation and maintenance of Windows PC and Apple computer hardware.
 - Knowledge of database software including MS SQL, current operating systems including OS 10, Windows VISTA/XP/2000 and MS Server, MS Exchange and LDAPs including MS Active Directory, data reporting tools such as MS Reporting Services.

Classified Salary Schedule: Range 40
BOARD APPROVED: 04/16/02
REVISION DATES 01/20/09
07/01/15
09/12/18
07/17/23
08/09/2023