

CLASSIFIED JOB DESCRIPTION

COMPUTER SUPPORT TECHNICIAN I

JOB SUMMARY:

Under the direction of the site director, supports users in the operation of District-owned technology and other licensed technology software and hardware products; responds to Help Desk inquiries; prepares and delivers one-on-one and group training; troubleshoots hardware and software problems; installs software and hardware products and upgrades; and provides on-site and telephone support to users. Implements District and Information Technology initiatives at school and office sites.

ESSENTIAL JOB FUNCTIONS:

- Assesses malfunctions of hardware and/or software applications at school sites for the purpose of determining appropriate actions to maintain computer operations.
- Installs the District's standard software and hardware products within a variety of hardware platforms for the purpose of maintaining, upgrading, and improving computer systems at schools.
- Repairs computer, peripheral, and software issues for the purpose of maintaining computer and network equipment in a safe and functional operating condition.
- Enters problems into Help Desk ticket management system.
- Troubleshoots and supports wireless connectivity.
- Maintains current inventory of onsite computer-related equipment.
- Acts as an advisor in the ongoing development of school site technology plans.

ESSENTIAL JOB REQUIREMENTS - QUALIFICATIONS:

- A strong customer service attitude is a critical quality in this position.
- Experience with hands-on personal computer use, preferably in a business or school environment; recent experience in troubleshooting hardware and software problems on Windows and Macintosh platforms; setup and use of the District's standard software products (Microsoft Office 365 and previous versions, email, student software); experience in implementing educational computer system improvements; customer training; and experience in databases.
- Ability to effectively communicate with nontechnical staff regarding the use of their assigned computer hardware and software; isolate and resolve problems in the operation of District computer hardware and software; document work required and work completed; and work effectively at the school sites. Ability to work in a dynamic work environment and on multiple tasks at a time.
- Knowledge of concepts of computing and problem solving, including how computers can improve the District's business, administrative, and educational practices. Knowledge of Internet browser use and customization. Knowledge of automated processes including Single Sign On, computer OS updates, District filtering system and antivirus subscription process.

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Page 2

- High school diploma or GED required. College degree preferred.
- Able to maintain up to date knowledge of changes in technology and the impact on the district and school supported hardware and software.
- 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 and software, including iOS.

Classified Salary Schedule: Range 33
BOARD APPROVED: 05/20/1997
REVISION DATES: 01/20/2009
09/12/2018
08/10/2022
07/17/2023
08/09/2023