

CLASSIFIED JOB DESCRIPTION

COMPUTER SUPPORT TECHNICIAN II

JOB SUMMARY:

Under the direction of the site director, acts as a reference source for school site tech support staff to help solve complex technical issues for school staff and students. Supports users in the operation of District-owned and District-licensed technology products, responds to Help Desk inquiries on-site, and provides 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.

ESSENTIAL JOB FUNCTIONS:

- Researches and resolves technical (computer, printer, telephone, etc.) issues for users, site and department technology representatives, and site support staff.
- Enters problems into Help Desk management system.
- Communicates with the Education Service and Support Center Information Technology department for additional troubleshooting, if needed.
- Installs and supports the District's standard school, office, and administrative software products.
- Maintains (updates) computer hardware and software.
- Assists in the installation and troubleshooting of Ethernet and wireless networks.
- Utilizes District standard computer images
- Installs hardware components such as NICs, HDDs, RAM, CD-ROMs.
- Maintains state-of-the-art knowledge of changes in technology and their impact on site technology uses and District-supported software.
- Monitors, actively pursues, and negotiates resolution of warranty issues with third party vendors.
- Coordinates with the ESSC IT department on bulk technology purchases.
- Presents training and courses on technological topics.
- Resolves virus issues on school computers, as needed and/or instructed by the IT department.
- Keeps track of computer equipment inventory.
- Assists in writing technology grants.
- Accomplishes tasks in an efficient and timely manner and according to schedule.
- Presents training courses on technological topics.
- Attends District technology meetings.
- Performs related duties as assigned.

ESSENTIAL JOB REQUIREMENTS - QUALIFICATIONS:

- Strong customer service attitude is a critical quality in this position.
- Ability to accomplish tasks in an efficient and timely manner.

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- 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 Office[MS] Suite, e-mail, and Internet browsers); experience in implementing business and educational computer system improvements; and customer training.
- Knowledge of both Windows and Mac platforms related accessories (Apple TV, Screenbeam, etc.).
- Document work required and work completed, and to work effectively at the school sites.
- Maintain effective and cooperative working relationships with technical support staff at 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.
- High school diploma or GED required. College degree preferred.
- 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.
- 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 Windows 7, 8, 10, OS 10.X; software packages like Office 365.

Classified Salary Schedule: Range 37
BOARD APPROVED: 05/20/97
REVISION DATES: 07/01/01
07/01/15
09/12/18
08/10/22
07/17/23
08/09/2023