

CLASSIFIED JOB DESCRIPTION

TECHNOLOGY SERVICES TECHNICIAN

JOB SUMMARY:

Under the direction of the Technology Support Supervisor, provides tier one user support for questions and issues related to information technology hardware, technology access, and application usage. Maintains a self-help website and Helpdesk documentation for user support. Provides one-to-one and group support to school site and District office staff on supported products and applications. Support is provided using Skype for Business directly with user. Also onsite support may be provided, as needed.

ESSENTIAL JOB FUNCTIONS:

- Supports District technology and application and data security function by initiating processing, monitoring, and notifying requestor of security access rights, and privileges.
- Interfaces with other departments.
- Maintains other security and operational databases as needed.
- Provides user information on system access and application functions; explains user access rights. This includes Office 365 and business and student systems. Provides information on user password change self-registration.
- Works to resolve problems (via telephone troubleshooting and desktop sharing program) related to the use of systems and their applications (including student information systems and business software).
- Documents issues that will be referred to tier two support levels. Escalates critical issues to appropriate manager or system administrator.
- Updates tickets with documentation and detail on resolution/escalation.
- Updates the IT Helpdesk web portal by posting all user documentation and maintaining a user self-help portal.
- Assists in the maintenance of District website postings and acts as a resource to school site and District office personnel to assist them with development and maintenance.
- Develops both written and video documentation to assist District employees with application use.
- Creates user profiles in schoolwide communication system, trains users in use of system, and maintains updated information in emergency communication in online profiles as well as mobile applications.
- Provides technical programming changes to phone system, training, and support related to telephone equipment and services for the District.
- Performs basic to intermediate phone troubleshooting with District employees and coordinates service and repairs with phone service providers for main line phone issues and T-1/PRI circuits.
- Performs basic configuration, upgrading of firmware, programming, and testing of VOIP phones for deployment to school sites, including the programming of features through phone software system.
- Develops phone training documentation and basic user guides for all District employees.
- Coordinates with District security company the setup of user access to alarm panel for ESSC employees. Maintains written records of codes and passwords accordingly.

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- Learns new software programs, training, or skills required to keep up to date in the current position. Applies skills to improve efficiency of the department.
- Reviews IT Helpdesk procedures; documents and recommends improvement.
- Presents training session on technological topics.
- Performs related duties as assigned.

ESSENTIAL JOB REQUIREMENTS - QUALIFICATIONS:

- Knowledge of principles, concepts, and methods of computer technology and its most effective and efficient utilization; ability to quickly acquire and apply knowledge and expertise in instructional technology requirements; knowledge of standard microcomputer operating systems and the software used in a network environment.
- Knowledge of operational procedures of (a) legacy telephone systems and voicemail, (b) VOIP telephone system.
- Knowledge of computer operating systems, browsers, Active Directory, Office 365 applications, SharePoint and Lync/Skype for Business.
- Knowledge of software currently utilized by the Chula Vista Elementary School District (including student information systems and business software).
- Knowledge of department office practices, computerized procedures, District policies, practices, and goals.
- Excellent oral and written communication skills.
- Ability to diagnose and resolve technology-related problems of a relatively complex nature.
- Establish and maintain effective working relationships.
- Ability to communicate in nontechnical terms and interact effectively and professionally in a fast-paced environment.
- Ability to maintain the security of sensitive, confidential, and privileged information.
- A strong customer service attitude is critical in this position.
- Ability to work in a dynamic work environment and multiple tasks at a time and to complete them in a timely manner.
- High school diploma or GED required. Four-year college degree preferred or comparable work experience. Two years of successful technology-related experience preferred.

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Classified Salary Schedule: Range 37
BOARD APPROVED: 11/17/09
REVISION DATES: 03/08/17
07/17/23
08/09/2023