

CLASSIFIED JOB DESCRIPTION

TECHNOLOGY EQUIPMENT TECHNICIAN II

JOB SUMMARY:

Under the general direction of the Technology Support Supervisor and Network Manager, installs, maintains, troubleshoots, repairs, or replaces telephone, intercom, video, and audio equipment; data, audio and video cables; desktop and laptop computers; and other end-user operated technology equipment.

ESSENTIAL JOB FUNCTIONS:

- Designs state-of-the-art video and sound systems for auditoriums, multipurpose rooms, and conference rooms. Is responsible for determining the specifications and selection of equipment. Ensures components are fully suitable for application. Plans and performs installation. Tests systems. Verifies systems are completely functional. Provides training for end-users and Technology Equipment Technicians on how to operate and support components. Troubleshoots and maintains installations.
- Creates and updates documentation detailing specifications, operational procedures, troubleshooting steps, and repair actions for all equipment. Makes documentation available to Information and Technology personnel by maintaining it on Office 365 team libraries.
- Installs, maintains, troubleshoots, repairs, or replaces telephone equipment such as desktop phones, operator consoles, wired and wireless headsets, and PBX components.
- Installs, maintains, troubleshoots, repairs, or replaces cable plant components such as CAT 5 or CAT 6 cable, fiber-optic cable, patch panels, wall connectors, and video and audio cables.
- Installs, maintains, troubleshoots, repairs, or replaces cable TV components, LCD projectors, document cameras, security cameras, intercom systems, sound systems, and other audio and video equipment.
- Installs, maintains, troubleshoots, repairs, or replaces network printers.
- Installs, maintains, troubleshoots, repairs, or replaces desktop and laptop computers.
- Develops and provides technical training as needed to school site technology support staff to help solve complex technical issues related to hardware and software.
- Actively expands the knowledge base of the Information Technology Department. Responds to Help Desk job assignments and documents work performed.
- Collects and forwards detailed information needed for problem analysis and resolution by Network Administrator, System Administrator, or higher-level technology personnel.
- Installs and configures software purchased by the District.
- Actively pursues and negotiates resolution of warranty issues related to technology equipment.
- Communicates with outside vendors and contractors to request services and parts for cabling, LCD projectors, intercom, and sound system installations as part of new school construction, modernization projects, and building additions. Submits proposals, plans, specifications, quotes and other documentation to supervisor for approval.
- Coordinates with outside vendors the scheduling of work to complete projects involving cabling, LCD projectors, intercom, and sound system installations as part of new school

construction, modernization projects, and building additions.

- Verifies that scope of work and bill of materials are accurate and meet project specifications. During project execution and at completion, inspects quality of workmanship provided by contractor to ensure work rendered meets all contractual obligations. Notifies supervisor of any discrepancies or changes. Requests supervisor's approval for changes, project sign off, and payment of services or equipment invoices.
- Maintains state of the art knowledge of changes in technology and the impact on District-supported software and hardware.
- Performs other tasks as assigned.

ESSENTIAL JOB REQUIREMENTS - QUALIFICATIONS:

- Ability to make or install audio, data, and video cables; install and upgrade audio and video equipment, digital video projectors, end-user computer peripherals (e.g., disk drives, network cards), computer system memory, network printers, intercom systems, telephone equipment, commercial off-the-shelf software products, operating systems, and hardware device drivers; configure intercom equipment, printers, network addressing, network settings, resource settings for hardware, software settings, system BIOS; establish physical cable connections for computers, printers, audio and video equipment, and telephone equipment; setup and operate audio and video conferencing components; perform basic printer maintenance; resolve computer hardware failures; troubleshoot problems with application software, audio and video systems, computer hardware, network connectivity, operating system, network printers, intercom equipment, and telephone equipment.
- Ability to convey information in nontechnical terms; collect and maintain inventory of assets; deliver end-user training; develop written procedures on installing and connecting equipment (audio, video); document work performed in job ticket tracking system; and adhere to job completion deadlines and ticket completion quotas.
- Ability to guide the improvement of school site tech plans, including training of site support staff on how to resolve complex hardware and software issues.
- Ability to acquire knowledge by referencing user and technical manuals and accessing Internet resources.
- Knowledge of application software installation and upgrade procedures; audio and video equipment installation design, implementation, and operation; common asset management policies; computer hardware maintenance options and procedures; equipment integration (e.g., cameras, media players, computers); District wiring plant; computer operating systems (desktop and mobile); printing components; relevant technology standards and building codes; and software licensing terms.
- Understanding of audio and video signal transmission, best security practices, client/server communications, media distribution options (e.g., closed circuit TV), network bandwidth demands, network addressing, network communication protocols, and telephony technologies.

- Other skills: Excellent oral and written communication skills, ability to collaborate with others in problem solving and project implementation, ability to read and follow technical instructions.
- Commitment to excellent customer service.
- Ability to continuously acquire new knowledge relevant to this position.
- Education: High school diploma or GED required is required. College degree is preferred. Qualified candidates will have three (3) years directly related experience including: installing and supporting telephone equipment, intercom system, cabling plant, desktop and laptop computers, audio and video equipment. Candidates with a comparable combination of professional experience and education will receive equal consideration with adequate and detailed proof.
- Other requirements: Valid California driver's license and insurability for operation of District vehicles.

WORKING CONDITIONS AND PHYSICAL ABILITIES:

- Must be able to stand for extended periods of time; possess dexterity of hands and fingers to operate a computer, office equipment, and tools; kneel; bend at the waist; reach overhead, above the shoulder and horizontally to retrieve, store, and work on supplies and equipment; climb ladders; and lift objects up to 75 pounds.

Classified Salary Schedule: Range 40
BOARD APPROVED: 1/15/14
REVISION DATES: 1/18/17
7/17/23
08/09/2023