

CLASSIFIED JOB DESCRIPTION

TECHNOLOGY EQUIPMENT TECHNICIAN

JOB SUMMARY:

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

ESSENTIAL JOB FUNCTIONS:

- 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.
- 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.
- 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.
- 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; set up and operate audio and video conferencing components; perform basic

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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 non-technical 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, adhere to job completion deadlines, and ticket completion quotas.
- Ability to guide the improvement of school site technology 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 operation, common asset management policies, computer hardware maintenance options and procedures, equipment integration (e.g., cameras, media player, computer), District wiring plant, end-user computer operating systems (MS Windows, Mac and iOS), 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 requirements:** High school diploma or GED is required. Valid California driver's license and insurability for operation of District vehicles.
- **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.

Classified Salary Schedule: Range 39
BOARD APPROVED: 08/17/10
REVISION DATES: 11/16/16
06/19/18
09/14/22
07/17/23
08/09/2023