

CYPRESS SCHOOL DISTRICT
Cypress, California 90630

CLASS SPECIFICATION

TECHNOLOGY SUPPORT SPECIALIST

Under the direction of the Director, Maintenance/Operations, Transportation, and Technology, perform diagnostic, maintenance, installation, and repair work for a variety of computers, peripherals, and network systems; provide support and assistance to staff in the operation, use, and care of equipment; and perform other related duties as assigned.

REPRESENTATIVE DUTIES

- Follow Board Policies, Administrative Regulations, and Standard Operating Procedures and explain to stakeholders as needed
- Maintain a high degree of confidentiality regarding all aspects of the Cypress School District
- Exercise appropriate judgment and discretion, requesting assistance when needed
- Act as district liaison with all stakeholders, communicating pertinent information using a variety of communication modes
- Perform a variety of duties in the setup, repair, and maintenance of computers, laptops, mobile devices, accessories, and peripherals including installation and configuration of operating systems and software, basic hardware repairs and upgrades, preventative maintenance, and installation of updates
- Troubleshoot network issues and assist with administering local area and wide area networks
- Prioritize, respond to, and resolve work orders, telephone calls, and email requests
- Assist with the installation of network equipment; maintain network connections and other cabling as needed
- Maintain current knowledge of operating systems and software; maintain current understanding of district network protocols
- Communicate with various internal and external contacts including vendors to exchange information, coordinate activities, and resolve issues or concerns
- Prepare and maintain a variety of records and reports, including documentation related to assigned activities; update inventory records as needed
- May perform shipping and receiving duties for incoming/outgoing equipment and supplies
- Apply district security policies to secure computers and the network from viruses, malware, and intrusion
- Drive a district vehicle to conduct work at various sites
- Fuel and wash assigned district vehicle; report vehicle maintenance problems
- Maintain a clean and safe work environment

QUALIFICATIONS

Knowledge of:

- Oral and written communication skills
- Interpersonal skills using tact, patience, and courtesy

- Customer service techniques
- Tools, equipment, and methods used in the installation, maintenance, repair, and operation of computers, standard diagnostic utilities, peripherals, network systems
- Hardware and software troubleshooting techniques
- Computer networking concepts, including network equipment, cabling, and operating systems
- Health and safety regulations and precautions concerning equipment maintenance and repair

Ability to:

- Work independently and communicate effectively
- Develop and maintain cooperative working relationships
- Install, diagnose, repair, and maintain computer systems, network hardware, software, and operating systems; and document work as required
- Describe technical issues to other technology staff and end users
- Understand and carry out oral and written instructions
- Prioritize and meet deadlines for scheduled work
- Observe legal and defensive driving practices
- Maintain a valid California Driver's License

Education and Experience:

- Associate of Arts degree, or equivalent, with special emphasis in computer technology, including, but not limited to, installation, repair, peripheral, and software application
- Two years of varied experience in planning, installation, and maintenance repair of computer systems
- Experience in the maintenance of network systems is preferred

PHYSICAL DEMANDS AND WORKING CONDITIONS

While performing duties of this position, employees may be subject to interruption and are in direct contact with the public, students, and employees. Negative interactions resulting from these contacts can result in stressful situations.

The employee is regularly required to stand, sit, kneel, squat, stoop, and walk; use hands and fingers to handle and feel objects, tools, or controls; reach with hands and arms overhead, above the shoulders, and horizontally bend or twist at the neck and waist; and be on his/her feet for extended periods. The employee must have manual dexterity sufficient to climb ladders and work from heights; handle tools and operate equipment; lift, carry, push, and pull items; and be able to lift and/or move up to 40 pounds, and may involve heavier objects up to 75 pounds with assistance. This position works at a computer for extended periods, requiring close vision, color vision, peripheral vision, depth perception, and focus. The position may demand meeting deadlines with time constraints and may involve performing job duties in more than one location.

Approved: May 1997
 Revised: March 8, 2018
 Revised: April 11, 2024