



Excellence for all.

Job Title: Technology Support Technician I

Class specifications are intended to present a descriptive list of the range of duties performed by employees in the class. Specifications are not intended to reflect all duties performed within the job.

Basic Function: Under the direction of the Executive Director of Technology, and/or assigned designee perform a variety of duties involved in the operation, maintenance, modification and repair of computers and related software; troubleshoot, diagnose and perform maintenance and repairs to computers and peripheral equipment.

Distinguishing Characteristics:

The Technology Support Technician I is the second level classification in the Technology Services Support series, distinguished from the Technology Assistant by the performance of more specific technical tasks and duties in the provision of computer support services. This classification is focused on higher-level end-user support for assigned school sites and the district office. Employees in this classification are expected to have basic technical knowledge along with meaningful experience providing support for end-users at job-entry. Employees in this classification handle level-one and level-two helpdesk support.

Representative Duties:

Essential Functions:

- Maintain District standards of excellent customer service and professional behavior in various and sometimes challenging situations.
- Access and monitor District email daily to receive important updates from school and District administration.
- Participate in staff development and in-service training programs as assigned.
- Perform a variety of technical duties involved with the operation, maintenance, modification and repair of computers and related software; upgrade hardware and software as needed; assure proper operation of computer systems and related equipment.
- Troubleshoot, diagnose and perform maintenance and repairs to computers and peripheral equipment; respond to requests for hardware and software assistance and repair; maintain software; assure proper configuration of computer systems and resolve malfunctions.
- Installation of IP phones, audio/visual equipment, and interactive displays.
- Installation of operating systems and applying images to devices.
- Detect and remove viruses and other malicious software using appropriate tools and techniques.
- Transport devices, laptops, displays and peripheral equipment from site to site.
- Help organize technology equipment in the warehouse. Inventory and asset management.
- Respond to staff needs and facilitate the computerized collection, maintenance and reporting of data as assigned.
- Provide training and assistance to staff in the use of computers and related peripheral equipment.
- Determines when equipment requires higher-level repairs and arranges for such repairs.
- Communicate with Technology Department staff to exchange information and resolve issues and concerns.
- Maintain routine records related to daily activities.
- Provide recommendations related to the purchase of computer hardware, software and peripheral equipment.
- Clean and sanitize technology equipment.

Other Duties:

- Performs other duties as assigned.
- May be assigned out of class work as prescribed by Merit Rules and Regulations.

Knowledge and Abilities:

Knowledge of:

- District standards of excellent customer service, interpersonal skills using tact, patience, and courtesy.
- Operation and use of computers and related peripheral equipment.
- Database Management Systems.
- Basic principles of Windows operating systems and concepts.
- Windows applications.
- Basic knowledge of operation systems and related hardware and software.
- System documentation and record-keeping techniques. Inventory and data management practices.
- Information collection and data utilization in report preparation.
- Phone configuration on software

Ability to:

- Understand and follow oral and written directions.
- Establish and maintain effective and cooperative working relationships with others.
- Communicate respectfully and effectively with students, staff and the public.
- Learn and incorporate new skills, techniques and/or industry trends.
- Maintain regular and consistent attendance.
- Use basic functions of Windows and Apple operating systems.
- Provide technical expertise and training to users.
- Maintain current knowledge of technological advancements in the computer field.
- Meet schedules and timelines.
- Work independently with little direction.
- Read and utilize technical manuals.
- Operate a variety of computer repair equipment and use of necessary tools.
- Maintain the security and confidentiality of specified records and information.

Education/Experience: Any combination equivalent to sufficient education, experience, and/or training to demonstrate the knowledge and abilities listed above. Typically, this would be gained through: High school diploma or its equivalent, supplemented by computer application and hardware training and one year in computer operations, troubleshooting and repair work is preferred. Successful completion of the Merit examination process is required.

Licenses/Certificates: Valid California driver's license. CompTIA A+ certification is desirable.

Working Conditions:

Environment: Indoor environment. Driving a vehicle to conduct work.

Physical Demand/Hazards: Dexterity of hands and fingers to operate a computer keyboard. Sitting for extended periods of time. Lifting, carrying, pushing or pulling moderately heavy computer equipment 25-50 lbs.

Emergency Conditions: Pursuant to California Government Code Section 3100, all public employees are required to serve as disaster service workers subject to such disaster service activities as may be assigned to them by their supervisor or by law.

Salary Range: 120

Revised: Standard Education/Exp language 9/27/17

Personnel Commission Classification/Compensation Study Approved: July 12, 2023