



Excellence for all.

Job Title: Technology Support Technician II

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 provide direct software and hardware support in the operation, maintenance and support of a computer network including all computers, software, and peripherals; provide assistance, direction and training to users and school site staff; communicate with users to determine software and hardware needs and resolve problems; provide technical expertise and training to users; provide direction and support to site staff as assigned.

Distinguishing Characteristics:

The Technology Support Technician II is the third level job classification in the Technology Services Support series. Positions in this class are distinguished from the Technology Assistant and Technology Support Technician I classifications as employees are required to possess greater technical proficiency and in-depth knowledge to perform more varied and complex tasks at job-entry. Employees in this classification are expected to perform duties independently, with minimal direction and oversight. Additionally, at the discretion of the Executive Director of Technology and Operations, employees in this position may be granted higher security privileges, providing for greater autonomy in carrying out assigned duties and may be assigned to provide work direction or training to individuals working as a Technology Assistant and/or Technology Support Technician I positions.

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.
- Develop and provide system support and services to local school district personnel with regard to state reporting, student information systems, office applications, web content management, curriculum applications and electronic communication systems.
- Perform tasks to assure successful processing of data; runs reports for various software processes including student information management, assessment, and state reporting; monitors output to verify integrity and accuracy of the system.
- Prepare or produce a variety of custom forms, records and reports related to assigned duties; perform periodic tasks related to supported software systems, such as processing data, monitoring State reporting, grade reporting, scheduling, queries and producing reports.
- Work closely with vendors, VCOE and technology staff to correct hardware and software issues affecting the various computerized business systems.
- Train school and district staff regarding the use of the student information system and any office productivity or other software as it relates to the SIS program.
- Develop, organize, and write user manuals, guides and other documentation.
- Set up and configure computers as assigned; install software as assigned; maintain and troubleshoot computer

hardware, software, and peripheral problems.

- Train and provide work direction to Technology Support Technician I and other site staff as assigned.
- Respond to district wide hardware and software service requests; perform preventative maintenance on hardware and software as assigned.
- Operate and maintain a variety of data processing equipment including computers, modems, printers, scanners, network servers and other networking equipment and peripheral equipment; provides support for other software and hardware products; installs other hardware components as necessary.
- Install new versions of software at necessary locations and as required; assist staff at school sites as necessary.
- Establish network user accounts (e.g., e-mail) as required.
- Assist in the maintenance and upgrades of the District's networks and servers.
- Installation and configuration of networked applications.
- Basic installation and configuration of switches and hubs.
- Confer with user to determine software and hardware requirements and desired output, resolve problems, and provide support and assistance.
- Contact vendors to receive technical support and discuss the purchases of computer hardware and requests information concerning the installation of system upgrades.
- Maintain current knowledge of technological advancements in the computer field, intermediate to advanced knowledge of personal computers, programs, and operating systems.
- Organize, conduct, and attend workshops.
- Research, create, and standardize reports as required.

Other Duties:

- Performs related 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.
- Network operating systems and concepts.
- Windows applications.
- Advanced functions of various operation systems and related hardware and software.
- System documentation and record-keeping techniques.
- Information collection and data utilization in report preparation.
- Principles of training and providing help desk support.
- Internet usage and terminology.

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 Network 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.
- Oversee and inspect work of others.
- Train and provide work directions to Technology Support Technician I.
- Operate a variety of computer repair equipment and use of necessary tools.
- Maintain confidentiality with discretion of sensitive information.
- Write at a professional level, with a focus on accuracy, quality, and clarity required.
- Interact positively, flexibly and patiently while having to multitask with coworkers, supervisors, community and vendors to maintain cooperative and effective working relationships.

Education/Licenses/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: Graduation from high school supplemented by computer application and hardware training and one year in computer operations, troubleshooting and repair work. Successful completion of the Merit examination process is required.

Licenses/Certificates: Valid California driver's license.

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.

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: 130

Revised by Personnel Commission: 4/25/2013; Standard Education/Exp language 9/27/17

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