

CENTRAL UNIFIED SCHOOL DISTRICT

POSITION DESCRIPTION

Position: Computer Support Specialist

Classification: Classified

Reports to: Site Administrator

FLSA: Non-Exempt

Range: Classified Salary Schedule

EDUCATION AND EXPERIENCE

The position requires two years of college-level course work in microcomputer hardware and software components, microcomputer operating systems and data communications software.

Alternatively, one year of college-level course work in the same areas and two years of additional job training or experience. Additional experience may substitute for higher education

Must possess a valid driver's license

Certificates: A+, MCP or MCSA preferred

SUMMARY

Under the direction of the Technology Services Manager performs setup, instruction, help, and troubleshooting on user-based systems on local area networks including some server support. Performs diagnostics on networked microcomputer hardware and specialized operating systems such as but not limited to Windows 2000 and XP. Perform basic technical support and help functions that relate to servers and networks.

SPECIFIC RESPONSIBILITIES

1. Maintain site network systems including switches, workstations and laptops
2. Install, configure and test site workstations, software and peripherals
3. Receives and responds to work orders regarding workstation functionality, network connectivity and peripheral malfunctions
4. Receives and responds to work orders regarding common problems with networked program usage (e.g., MS Exchange, MS Office, Windows 2000 and XP)
5. Documents calls and assigns questions and solutions to a predetermined index that is accessible by others
6. Installs operating systems such as Windows 98, 2000 and XP using district provided imaging software
7. Sets up and configures workstations onto existing network servers
8. Installs and customizes applications software and other associated programs and files
9. Performs imaging and backup of networked operating systems as required by end users
10. Analyzes problems and makes modifications to systems and individual programs as required.
11. Analyzes hardware and software problems and replace or upgrade as needed
12. Performs other duties as assigned that support the overall objective of the position

SPECIFIC QUALIFICATIONS

Knowledge of:

- Basic network operations, account setup, security, setup, connection, and configuration of workstations to an existing server
- Network operations over multiple servers and platforms

- Principles and practices of data processing and network maintenance, including connectivity to individual work stations
- Protocols and procedures for setting up new equipment, troubleshooting, and performing routine maintenance
- Familiar with Microsoft operating systems
- Physical elements of the network including: fiber optic, twisted pair, and coaxial Ethernet cabling and connections
- Routing, switching, and repeating equipment.
- Understanding of district protocols
- Communication skills to understand and follow technical instructions as well as convey necessary information to users regarding interface requirements
- Math skills to set up numeric sequences
- Writing skills to document user transactions and to outline steps for solving problems

Ability to:

- Perform all of the relevant duties of the position with minimal supervision
- Operate a variety of computer terminals, printers, and peripheral equipment
- Analyze technical problems and to develop and apply appropriate solutions
- Learn and apply TCP/IP addressing
- Read, understand and apply information from technical manuals
- Prioritize work in order to meet deadlines and maintain schedules
- Communicate individual instruction and technical assistance on the use and application of PC-based business and education, internet, and connectivity software
- Provide service during non-normal work hours.

PHYSICAL ABILITIES

Indoor and outdoor environment

Requires ambulatory ability to move to various office and classroom-type locations and to bend, stoop, crawl and reach to install cables and equipment

Hand eye coordination and dexterity to make small component connections

Visual acuity to read technical documents and instructions and align small components

Auditory ability to carry on routine conversations

Lift, push, and pull objects of medium weight (less than 75 lbs.) on an occasional basis

Work in confined areas with noise variations, dust, and limited ventilation.