

MERCED CITY SCHOOL DISTRICT

CLASS TITLE: PC SUPPORT TECHNICIAN - TELECOMMUNICATIONS

BASIC FUNCTION:

The District PC Support Technician performs a variety of technical tasks relating to personal computer and Macintosh including but not limited to troubleshooting, delivery, installation and maintenance of PCs, Macintosh, laptops and handhelds and related operating systems; testing for component failure, replacing hard-drives, memory, network cards, monitors, fans, motherboards and other replaceable components. The PC Support Technician will also be responsible for supporting District standard applications such as Microsoft Office, anti-virus software as well as District telephones, paging and telephone management software.

REPRESENTATIVE DUTIES:

Provide support for all desktop, laptop and handheld devices and applications through the I.T. Helpdesk as well as on-site visits. *E*

Troubleshoot and repair all desktop computers, laptops, handhelds, and phones, including sending equipment out for repair with outside agencies. *E*

Installation of new computers, printers, laptops, handhelds and other personal computing equipment at school and District administrative sites. *E*

Create master images of personal and laptop computer hard-drives, and use image masters to restore or reconfigure desktop and laptop personal computers. *E*

Install, configure, trouble-shoot and maintain antivirus software on all desktop, laptop and handheld computing devices. *E*

Install new software applications and up-dates on desktop, laptop and handheld computing devices and phones. *E*

Perform hardware and software setup and installation for printers in a networked and standalone printing environment. Configure settings on personal computing devices to make use of existing printers attached to servers in the District network. *E*

Maintain Callmanager, Unity, Informacast and Relicast systems. *E*

Maintain, support and repair paging, VOIP, and voicemail systems for District and site phone, bells, etc. *E*

Occasionally update District web pages as needed. *E*

Assist in processing paperwork related to purchasing of equipment within the Information Technology Department. *E*

Attend job related training classes and workshops. *E*

Communicate effectively both orally and in writing. *E*

Plan and organize routine work. *E*

Perform related duties as assigned.

The employee is to adhere to federal and state regulations, Board Policies, and related administrative regulations which pertain to the particular assignment.

The P.C. Support Technician works under the direct supervision of the Director, Information Technology. Exercises no supervision.

MINIMUM QUALIFICATIONS

KNOWLEDGE OF:

Personal computer operating systems (i.e., Windows 95, 98, Mac OS v7, 8 & 9, 10 Windows XP, Windows Vista, Windows 7).

Configuring MS Office Products including Office 2000 and Office XP, Office 2003

How to create and publish information in html format.

Knowledge of networking technologies (i.e., TCP/IP, DHCP, DNS)

Knowledge of VOIP systems, Cisco Unity, CallManager, or similar VOIP management software

Knowledge of integrated paging, public address and school bell scheduling software.

ABILITY TO:

Work well independently and in groups.

Effectively schedule and accomplish work with constantly changing demands and criteria.

Demonstrated ability to work well with a large and diverse group of customers.

Understand and follow oral and written directions.

Meet schedules and time lines.

Establish and maintain cooperative and effective working relationships with others.

EDUCATION AND EXPERIENCE:

Any combination equivalent to graduation from high school supplemented by course work in Computer Science or related field and two years experience programming in one or more of the above mentioned languages. Certification from Microsoft, Cisco or other technology institution helpful.

LICENSES AND OTHER REQUIREMENTS:

Valid California driver's license

WORKING CONDITIONS:

ENVIRONMENT:

Office and classroom environment, as well as outdoor environment traveling to all District sites.

PHYSICAL ABILITIES

Dexterity of hands and fingers to operate a computer keyboard and a variety of computer equipment; sitting or standing for extended periods of time; hearing and speaking to exchange information; lifting and/or carrying computers, printers and related equipment weighing 0-60 lbs., bending at the waist; kneeling or crouching; turning/twisting.

Legal Reference:	California Education Code Sections 44660-44664
Policy Adopted:	August 10, 2004
Policy Revised:	June 28, 2011