CLASS TITLE: **SITE TECHNOLOGY SUPPORT TECHNICIAN II**

DEFINITION: The Site Computer Support Technician II functions at the journey level, and has significant skills in the major processes, functions and duties involved in desktop computing and LAN support for sites and/or departments. The Site Computer Technician II fully supports the assigned school's or department's desktop computers and computer labs in accordance with district standards. The Level II provides administration for the site or department LAN, but will require Technology Information Systems department's assistance for more technical LAN support and configuration issues. The Level II performs duties with general guidance.

EXAMPLES OF DUTIES:

- Responsible for container resources for the site or department LAN.
- Troubleshoot and resolve technical workstation, software or LAN problems with assistance from the Technology and Information Systems department.
- Install and configure, using district specifications, computer workstations, including peripherals, using district-approved software applications, site specific educational technology applications and networking hardware and software.
- Perform research for special projects or specific problems which cannot be resolved using available district resources.
- Perform LAN server back-up procedures as required in accordance with district schedules.
- Perform LAN/WAN equipment troubleshooting independently or as requested by the Technology & Information Systems department.
- Coordinate with other technical personnel to arrive at optimum solutions.
- Apply district standards in the development and documentation solutions that support the end-user productivity.
- Perform end-user support activities that may include: provided up to date information to the end-user on the effective use of computer resources; develop, implement and refine training plans.
- Serve as technical lead to analyze, design and implement special projects required.
- Perform related duties as assigned.

DESIRABLE QUALIFICATIONS:

Training and Experience: Must fulfill all the requirements for the Site Computer Technician I. A minimum of two years of experience in PC/customer support, and one year experience in LAN support. At least one year of current duties must be as the Site Computer Technician I or equivalent. One year of instruction from an accredited community college, college or university with an emphasis on computer operation, information systems or network operations. Additional qualifying experience at a level equivalent to Site Computer Support Technician I as equal to one year of instruction.

Knowledge, Skills, and Abilities:

Knowledge of:

- Problem solving skills
- Technical expertise workstation hardware and district and school supported software, local area networks (LANs), network operating systems, network cabling topologies and industry standards and practices.
- Methodologies for managing technical change on a proactive basis
- Good customer relation skills
- Ability to communicate effectively

Skills in:

- Use commonly available office automation tools, such as word processing, spreadsheets, database and communications software
- Documentation and record keeping
- Work independently on assignments
- Establish and maintain cooperative and effective working relationships with others

Ability to:

- Lift and carry 60 pounds
- Physical capability sufficient to perform job tasks
- Perform responsible analysis without supervision

Licenses:

- Valid California driver's license