CLASS TITLE: **TECHNOLOGY CUSTOMER HELP DESK TECHNICIAN SPECIAL EDUCATION**

DEFINITION: Under general supervision provides centralized service and support to special education computer system users; provides support co computer users accessing the district's special education software and/or microcomputer systems, stand alone and networked; analyzes, troubleshoots and provides solutions to routine problems; instructs users in the use of computers; software and peripherals; schedules and dispatches repair work, and performs related work as required.

EXAMPLE OF DUTIES:

- Receives and logs software and hardware trouble calls from school sites and central office users of the special education software
- Provides problem identification, problem analysis and solutions to routine problems'
- Documents details of the more complex problems for analysis and resolution by others
- Works with staff and repair technician to solve software and hardware user problems
- Maintains working knowledge of system software features and procedures and their application by the user including applications software, gateway software, LAN software and operating system
- Maintains working knowledge of system hardware including stand alone and networked microcomputers, terminals and microcomputer workstations, optical mark scanners, printers and tape drives
- Assists in identification and development of changes and enhancements to system and procedures
- Coordinates, schedules and dispatches service calls from district computer users regarding hardware and software problems, this will involve the analysis of problems with various software packages installed in the district's microcomputers
- Maintains detailed service call repair logs and documentation
- Provides service/status updates to special education software users
- Serves as a liaison with the Technology and Information Services Department
- Generates complex technical reports
- Prepares correspondence as needed
- Assists in the development of user manuals and learning materials
- Provides, develops and follows procedures for ongoing support for staff utilization of web IEP system and other related systems and services
- Attends job-related meetings and training as required
- Performs related duties as assigned

DESIRABLE QUALIFICATIONS:

Training and Experience: A combination of training and experience equivalent to graduation from high and college level coursework in computer science or computer information systems. A minimum of one year paid experience working with: Macintosh users, microcomputers users and local area networks and hardware maintenance support

vendors; experience in user support of Word Perfect Suite, Microsoft Office, Microsoft network-related packages, Novell network support for Windows NT server support, Windows and Macintosh operating systems.

Knowledge of:

- Minicomputers, stand alone and networked minicomputers, mainframe-connected personal computers and related software
- Principles and practices of installation and operation of information systems and related equipment
- Concepts and specifics relating to use of mainframe and Windows computers
- Use of Microsoft Office and Word Perfect software
- Microcomputer and networking operating systems, word processing, spreadsheets, presentation software, office automation software, data bases and desktop publishing
- Internet browsers and internet access
- Appropriate English usage, spelling and grammar

Skills in:

- Establishing and maintaining effective working relationships with others
- Learning and interpreting policies and procedures as related to Special Education
- Effective oral and written communications

Ability to:

- Support, coordinate and respond to district special education software users' trouble calls
- Describe technical problems to technical staff or outside technical support agencies
- Diagnose complex problems involving special education software
- Operate microcomputers with a high degree of proficiency using the following software applications: word processing, spreadsheet, desktop publishing or data base
- Diagnose problems over the telephone or internet
- Describe solution steps to non-technical users over the telephone
- Perform the essential functions of the position

Licenses and Certificates:

- A valid California driver's license

Working Conditions:

Office environment, driving a vehicle to conduct work.

Physical Abilities:

Seeing and hearing to conduct work, speaking to exchange information. Sitting for extended periods of time; reaching overhead, above the shoulders, and horizontally, or bending at waist to retrieve and store files. Reading, writing and operate computer keyboard.

Salary:

M&O Salary Schedule Range 516