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

DEFINITION: The Site Technology Support Technician I is the entry-level position in this series having the most limited knowledge and skills. The Site Technology Support Technician I focuses primarily on specific tasks in support of the school's computer labs and educational software in accordance with District standards. With direct support and assistance from the Technology and Information Systems Department staff, the Level I provides rudimentary support for the site Local Area Network (LAN). The level I position performs tasks with specific guidance.

EXAMPLE OF DUTIES:

- Assist school employees, students, and parents in the use of computer workstation, site and district software applications, Internet, e-mail, including district policies.
- Install and configure computer workstations, including peripherals, of district-approved software applications, site-specific technology applications, and networking hardware and software.
- Perform research for special projects or specific problems that cannot be resolved using available district resources.
- Perform LAN server back-up procedures as required in accordance with district schedules.
- Perform minor LAN/WAN equipment troubleshooting as requested by the Technology and 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 related duties as assigned.

DESIRABLE QUALIFICATIONS:

Training and Experience: A combination of training and experience equivalent to: graduation from high school. Detailed knowledge of PC's, including experience using a broad range of computer hardware and software. Experience with DOS, Windows and common office software applications is required. Networking knowledge in a LAN environment, including installation, maintenance and enhancement of workstations on a network is desired. A minimum of one year experience in PC/computer support or proof of satisfactory completion of training or classes.

Knowledge of:

- Problem solving skills
- Technical expertise using and maintaining PC's
- Knowledge of DOS and Windows and their support
- Good customer relation skills
- Ability to communicate effectively