

# CARDIFF SCHOOL DISTRICT TECHNOLOGY SUPPORT SPECIALIST I

## **DEFINITION:**

Under general direction, to install, repair, and maintain a variety of computer and peripheral equipment, including computers, printers, terminals, and other hardware and software; provide training and technical assistance and support related to hardware and software to computer users at school and District locations.

## **TYPICAL DUTIES:**

- Install, configure, and maintain computer hardware, software, database software, and network monitoring software and associated peripherals
- Maintain local area networks, create and administer network accounts
- Confer with users on operational malfunctions and determine corrective action
- Troubleshoot equipment problems and install new equipment
- Support software through training and documentation
- Develop user guides and other user assistance items
- Assist staff in the use of the Internet and in integrating technology into the instructional programs
- Diagnose and resolve problems and malfunctions utilizing test programs and equipment
- Repair or arrange for the repair of computer hardware and peripheral equipment
- Evaluate software product requirements and evaluate hardware for compatibility with software previews
- Recommend the purchase of new and replacement hardware and software
- Communicate with vendors, suppliers, District administrators, and staff concerning parts, equipment, program operation, and new technology
- Evaluate donated equipment for placement in classrooms or labs
- Maintain records and prepare reports related to equipment inventory, maintenance, installations, and warranties
- Develop or assist in the development and maintenance of internet websites and web pages
- Represent the District on county-wide committees and as a liaison with support agencies
- Maintain and administer phone, PBX, and VOIP phone system
- Diagnose and resolve problems pertaining to wireless networks and access points
- Maintain and administer the district's mobile device management system
- Diagnose and resolve problems related to audio/visual equipment
- Perform other duties as assigned

## **EMPLOYMENT STANDARDS:**

### **Knowledge of:**

- Computer applications, operations, and peripheral equipment
- Requirements and procedures for determining the configuration of Computer equipment, system-level, and commercially packaged software
- Methods, tools, and procedures used in the installation, repair, and maintenance of Computers and peripheral equipment
- Computer networks related to LAN (local area network) and WAN (wide area network)

- Windows, macOS, iOS, and iPadOS operating systems
- Copyright laws, privacy laws, and best practices related to network/computer access
- Methods and procedures for storing equipment, materials, and supplies
- Safety practices and precautions
- Correct English usage, including spelling, grammar, and punctuation.

**Ability to:**

- Install, configure, and operate computer software on the Microsoft Windows and/or Macintosh computer platforms
- Troubleshoot, investigate, and correct computer malfunctions or concerns and perform routine hardware and software technical support
- Demonstrate and explain a variety of computer hardware and software operations
- Work effectively with strict time lines, numerous contacts, and the necessity of accuracy
- Coordinate and prioritize multiple tasks
- Establish and maintain cooperative and effective working relationships with others
- Communicate effectively both orally and in writing to non-technical staff
- Train and provide direction to others
- Work effectively, both independently and as a member of a team
- Read, interpret, apply, and explain rules, regulations, policies, and procedures

**EDUCATION/EXPERIENCE:**

Any combination of education, training, and/or experience that demonstrates the ability to perform the required duties. A typical qualifying background would include completion of high school or equivalent, supplemented by vocational or college-level course work in Computer Science, Computer Technology or related field, and two years of increasingly responsible computer experience, including experience in maintaining computer operations and systems administration.

**PHYSICAL DEMANDS:**

While performing the duties of this job, the employee is regularly required to hear and speak to exchange information and make presentations; see to perform assigned duties; sit or stand for extended periods of time; dexterity of hands and fingers to operate a computer keyboard and other office equipment; finger and grasp objects; kneel, bend at the waist, and reach overhead, above the shoulders and horizontally, to retrieve and store supplies; lift materials weighing up to 50 pounds.

**WORK ENVIRONMENT:**

Noise and temperature variations from computer equipment and adjacent offices are moderate.