

# CARDIFF SCHOOL DISTRICT TECHNOLOGY SUPPORT SPECIALIST II

## **DEFINITION:**

Under general direction, install, repair, and maintain a variety of computers, mobile devices, and peripheral equipment; perform duties relating to the maintenance and support of the network; provide training and technical assistance related to hardware and software to district employees; maintain a flexible and positive attitude.

## **TYPICAL DUTIES:**

- Install/upgrade operating systems and software applications, with an emphasis on Apple computers and devices
- Install/upgrade computer peripherals (printers/scanners/etc)
- Create purchase requisitions as needed (within technology budget)
- Move equipment to and from different locations
- Troubleshoot computer problems (hardware/software)
- Repair or arrange for the repair of computer hardware and peripheral equipment
- Collect and maintain an inventory of assets
- Install, update, and maintain server hardware, operating systems, and applications
- Manage network services (e.g., DNS, DHCP, Active Directory, Microsoft Entra, Google Workspace), user accounts, and file shares
- Perform data backup & restore procedures
- Troubleshoot network connectivity problems
- Document and communicate clearly
- Convey information in non-technical terms
- Listen and interpret user concerns and statements
- Develop user guides and other user assistance items
- Prioritize tasks efficiently
- Perform other duties as assigned

## **EMPLOYMENT STANDARDS:**

### **Knowledge of:**

- Computer applications, operations, and peripheral equipment for multiple operating systems (macOS, iOS, iPadOS, Windows, Linux)
- Methods, tools, and procedures used in the installation, repair, and maintenance of computers and peripheral equipment, including servers
- Computer networks related to LAN (local area network) and WAN (wide area network)
- Methods and procedures for storing equipment, materials, and supplies
- Safety practices and precautions
- Correct English usage, spelling, grammar, and punctuation

### **Ability to:**

- Install, configure, and operate computer software on multiple computer platforms

- Troubleshoot, investigate, and correct computer software or hardware malfunctions; perform routine hardware and software technical support
- Effectively use word processing programs, spreadsheets, and Internet browsers
- Demonstrate and explain a variety of computer hardware and software operations
- 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
- Work effectively, both independently and as a member of a team
- Read, interpret, and apply 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 technology and/or certification with an emphasis in technology (A+, Network+, Security+), plus four years of increasingly responsible technical experience.

## **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 EXPERIENCE:**

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