



## Job Description

Marin County Office of Education

### Information Systems Support Technician

Diversity, Equity, Inclusion, and Belonging (DEIB) Vision Statement:

At Marin County Office of Education, we commit to being inclusive, anti-racist, and culturally proficient.

#### **Purpose Statement**

The job of Information Systems Support Technician is done for the purpose/s of maintaining computers, peripherals, network equipment, and software applications; supporting administrators, program staff, and teachers in the use, set up, and integration of computers and technology; troubleshooting computer workstation and server user issues; upgrading computers, peripherals, network equipment, and software applications; performing computer and electronic equipment repairs; and, procuring equipment, supplies, and materials.

This Job reports to Assigned Supervisor

#### **Essential Functions**

- Facilitates the repair of computer, electronic, and network equipment for the purpose of maintaining equipment in a safe and functional operating condition.
- Maintains and upgrades computers, peripherals, network equipment, and software applications (e.g. installing, testing, configuring, etc.) for the purpose of ensuring secure and effective county and site technology operations and meeting user needs.
- Participates in meetings, trainings, workshops and other professional development opportunities for the purpose of conveying and/or gathering information required to perform functions.
- Prepares a variety of written materials (e.g. work order reports, inventory control, procedures, etc.) for the purpose of documenting activities, providing written reference, historical record, and/or conveying information.
- Procures equipment, supplies, and materials for the purpose of maintaining availability of required items and completing jobs efficiently.
- Supports administrators, program staff, and teachers in the use, set up, and integration of computers and technology (e.g. video streaming/conference, webcasting, etc.) for the purpose of providing operational information regarding procedures, processes, and safety.
- Transports a variety of equipment and supplies (e.g. network devices, computers, telecommunication devices, etc.) for the purpose of providing materials at job site or transporting for repairs.
- Troubleshoots computer workstation and server user issues (e.g. application software, connectivity, peripheral malfunctions, etc.) for the purpose of providing immediate assistance to users for issue resolution.

#### **Other Functions**

- Performs other related duties as assigned for the purpose of ensuring the efficient and effective functioning of the work unit.

#### **Job Requirements: Minimum Qualifications**

##### **Skills, Knowledge and Abilities**

SKILLS are required to perform multiple, technical tasks with a need to periodically upgrade skills in order to meet

changing job conditions. Specific skill based competencies required to satisfactorily perform the functions of the job include: adhering to safety practices; preparing and maintaining accurate records; utilizing pertinent hardware and software applications; facilitating the repair of computer and video equipment; diagnosing equipment malfunctions; and, estimating required resources.

KNOWLEDGE is required to perform algebra and/or geometry; read technical information, compose a variety of documents, and/or facilitate group discussions; and solve practical problems. Specific knowledge based competencies required to satisfactorily perform the functions of the job include: current generation operating systems and network protocols; and, current and emerging technology.

ABILITY is required to schedule activities, meetings, and/or events; often gather, collate, and/or classify data; and consider a number of factors when using equipment. Flexibility is required to work with others in a variety of circumstances; work with data utilizing defined but different processes; and operate equipment using a variety of standardized methods. Ability is also required to work with a wide diversity of individuals; work with a variety of data; and utilize a variety of job-related equipment. Specific ability based competencies required to satisfactorily perform the functions of the job include: displaying mechanical aptitude; adapting to changing work priorities; establishing and maintaining effective working relationships; communicating with diverse groups; being attentive to detail; working under time constraints; dealing with frequent interruptions; meeting deadlines and schedules; and working as part of a team.

### **Responsibility**

Responsibilities include: working under limited supervision using standardized practices and/or methods; leading, guiding, and/or coordinating others; operating within a defined budget. Utilization of some resources from other work units may be required to perform the job's functions. There is a continual opportunity to impact the organization's services.

### **Work Environment**

The usual and customary methods of performing the job's functions require the following physical demands: occasional lifting, carrying, pushing, and/or pulling, frequent stooping, kneeling, crouching, and/or crawling and significant fine finger dexterity. Generally the job requires 60% sitting, 20% walking, 20% standing. The job is performed in a generally hazard free environment and in a clean atmosphere.

**Experience:** Job related experience is required.

**Education:** High School plus job related coursework.

**Education (Preferred):** Associates degree or other certifications in computer science, information systems, engineering, or related field

### **Required Testing**

Pre-Employment Proficiency Test

### **Continuing Educ. / Training**

Mandated Reporter Training Certificate

### **Certificates and Licenses**

Valid Driver's License & Evidence of Insurability

### **Clearances**

Measles Vaccination  
Pre-Employment Fingerprinting  
Tuberculosis (TB) Clearance

### **FLSA Status**

Non Exempt

### **Approval Date**

### **Salary Grade**

### **Revised Date**