

**CLASS SPECIFICATION**  
**Information Services Systems Support Technician**

**GENERAL PURPOSE**

Under general supervision, serves as the initial and primary point of contact for clients and users; provides technical support and second-level problem resolution services for the operation and use of personal computers and peripheral equipment, District network infrastructure and standard operating software; and performs related duties as assigned.

**DISTINGUISHING CHARACTERISTICS**

Information Services Systems Support Technician provides second-level technology support to District users. Incumbents support the District's enterprise information systems environment and network infrastructure and perform a wide range of installation, configuration, and service request and problem resolution assignments. Incumbents participate with other information systems staff in problem solving activities.

Information Services Systems Support Technician is distinguished from Lead Information Services Systems Support Technician in that an incumbent in the latter class is responsible for providing lead work direction and guidance to other technicians, in addition to performing service and problem resolution assignments.

Information Services Systems Support Technician is further distinguished from User Support Technicians in that incumbents in the former class are primarily responsible for service, installation, maintenance and administration of District-wide infrastructure, hardware and operating system software which typically involve more complex hardware/applications/systems integration issues. Incumbents in the latter class are primarily focused on user desktop support services to staff in a department or school site.

**ESSENTIAL DUTIES AND RESPONSIBILITIES**

The duties listed below are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to this class. There will typically be an assigned schedule for these duties.

1. Serves as the initial and primary point of contact for District clients/users requesting technical assistance for PC's, printers and other peripherals and network connectivity and other application services; troubleshoots, diagnoses and resolves second-level hardware, software and network connectivity problems; refers the most complex problems to senior IT support staff, network administrators and/or vendors for resolution.
2. Advises District staff and demonstrates methods in the operation and use of computers and related equipment and standard software; recommends operational or procedural modifications to resolve issues.
3. Installs and configures standard enterprise operating and administrative software in accordance with established criteria; installs and configures specialized instructional and educational software as authorized; installs or relocates and configures PCs, laptops, printers, hardware, devices and other peripheral equipment for network connectivity.

4. Diagnoses hardware malfunctions; replaces components and performs minor maintenance and repair; installs and configures replacement equipment; coordinates major repair of hardware with users, other District staff and/or outside vendors.
5. Documents actions taken in problem/request and resolution logs; maintains and distributes user request forms, training manuals and documentation.

#### **OTHER DUTIES**

1. Develops revises and maintains technical manuals and system documentation; develops training materials and programs relating to procedural and system operations requirements.
2. Enters hardware, devices and software in the system/network management and inventory databases.
3. Attends meetings, training seminars and professional meetings; monitors and reviews new software and hardware products and tools.
4. Prepares various reports, as required.

#### **QUALIFICATIONS**

##### **Knowledge of:**

1. Methods and techniques for the installation, configuration and troubleshooting of hardware, software and network connectivity; resolving hardware and software problems and device errors and failures.
2. Principles, characteristics and practices of computer platform and network operating systems used by the District.
3. Standard software packages, including word processing, spreadsheet, presentation, graphics and database programs.
4. Help desk functions and software, policies and procedures.
5. Research techniques, methods and procedures.
6. PC and server hardware, printers, operating systems and characteristics.
7. Methods and procedures for the development of system and user documentation and manuals.
8. Methods and procedures for the storage and inventorying of hardware and software.
9. Basic office methods and practices, including filing and record-keeping.

##### **Ability to:**

1. Troubleshoot, diagnose and resolve complex and ambiguous computer and PC hardware, software and connectivity problems and failures of varying difficulty efficiently and effectively.

2. Obtain accurate and complete information from users, in person and by telephone, to identify their needs and problems and develop responses and solutions.
3. Set priorities and work independently without the need for more than minimum supervision.
4. Install and configure PCs, laptops, printers, other peripheral equipment, devices, presentation and instructional equipment and other technology tools.
5. Read and interpret complex diagrams, specifications and manufacturers' instructions for the operation and maintenance of technology equipment.
6. Operate computer and peripheral equipment.
7. Follow and apply detailed written and oral work instructions.
8. Communicate effectively, orally and in writing.
9. Prepare and maintain records and reports.
10. Exercise sound independent judgment and initiative within established guidelines.
11. Conscientiously preserve the confidentiality of all proprietary and confidential data and information residing in the District, in accordance with Departmental and District policy, and state and federal law.
12. Establish and maintain highly effective customer-focused working relationships with clients/users, other District and site staff, vendors and others encountered in the course of work.

**Education, Training and Experience:**

Graduation from high school or GED equivalent; completion of specialized computer support course; and five years of increasingly responsible experience in performing technical IT hardware, software and network support.

**Licenses; Certificates; Special Requirements:**

A valid California Class C driver's license, a good driving record and the ability to maintain insurability under the District's vehicle insurance policy.

Certification as an A+ Certified PC Technician or the equivalent is highly desirable but not required.

Upon acceptance of the District's offer of employment, new hires may be required to complete a baseline physical examination prior to the first day of employment.

**PHYSICAL AND MENTAL DEMANDS**

Persons with disabilities may be able to perform the essential duties of this class with reasonable accommodation. Reasonable accommodation will be evaluated on an individual basis and depends, in

part, on the specific requirements for the job, the limitations related to disability and the ability of the hiring department to accommodate the limitation.

### **Physical Demands**

While performing the duties of this class, an employee is regularly required to sit; talk or hear, in person, in meetings and by telephone; hear and distinguish equipment operating sounds; use hands to finger, handle, feel or operate standard office equipment; and reach with hands and arms. The employee is frequently required to walk and stand, and lift and carry objects weighing up to 50 pounds.

Specific vision abilities required by this job include close vision, the ability to distinguish colors and shades, depth perception and the ability to adjust focus.

### **Mental Demands**

While performing the duties of this class, the employee is regularly required to use written and oral communication skills; read and interpret complex data, information and documents; analyze and solve problems; observe and interpret people and situations; use math and mathematical reasoning; learn and apply new information or skills; perform highly detailed work on multiple, concurrent tasks with constant interruptions; work under intensive deadlines and interact with clients/users, other District and site staff, vendors and others encountered in the course of work.

## **WORK ENVIRONMENT**

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this class. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Employees typically perform their work in customers' offices and locations where the noise level is normally quiet. Some repair assignments are performed in close spaces and expose employees to airborne dust and particles and the risk of electrical shock.

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