

CLASS SPECIFICATION
User Support Technician

GENERAL PURPOSE

Under general supervision, provides desk top and LAN/network technical support and first level and second level problem resolution services for the operation and use of personal computers and peripheral equipment, local area networks, computer labs and administrative and instructional software; serves as the initial and primary point of contact for users in assigned sites and/or departments; and performs related duties as assigned.

DISTINGUISHING CHARACTERISTICS

User Support Technician provides first- and second-level technology support to computer users and in computer labs in assigned schools and/or departments. Initially, incumbents learn the District's information systems environment, platforms, and network infrastructure and perform a variety of duties in computer hardware and software support services. As experience is gained, incumbents perform a wider range of installation and service request and problem resolution assignments and participate with site staff and other information services staff in team problem solving activities.

User Support Technician is distinguished from IS System Support Technician by the incumbent's focus on department/site desktop and computer lab hardware and software, including departmental proprietary software applications. Incumbents in the latter class are primarily responsible for installation, maintenance and administration of District-wide infrastructure, hardware, and applications. User Support Technician is further distinguished from Department Software Support Technician in that incumbents in the latter class deal with less complex problems in the support of computer users.

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. Receives, documents and coordinates inquiries and requests for technical assistance from department or site users on PCs, laptops, printers, other peripheral equipment, local area networks, network devices and various server platform connections; troubleshoots, diagnoses and resolves first and second level hardware, software and network connectivity problems; refers more complex problems to IS systems support staff, network administrators and/or vendors for resolution.
2. Documents actions taken in problem/request and resolution logs; maintains and distributes user request forms, training manuals and documentation.
3. Installs and configures standard administrative software in accordance with established criteria; installs and configures specialized instructional, educational and/or other proprietary software as authorized; provides application support services; monitors the electronic transfer of data from remote sites; ensures integrity of proprietary data, including validation of such data against the Student Information System.
4. Installs or relocates, configures and tags PCs, laptops, printers, hardware, devices and other peripheral equipment for inventory purposes; establishes and configures connectivity for hardware and devices to the District-wide network.

5. Diagnoses hardware malfunctions; replaces components and performs other minor maintenance and repair; installs and configures replacement equipment; coordinates major repair of hardware with users, other District staff and/or outside vendors; assists certificated teachers in debugging systems problems.
6. Performs server back up processes in accordance with established procedures; monitors and performs basic network administration duties.
7. Trains, advises and assists departmental users, administrators, cafeteria staff, teachers and students in the operation and uses of computers and related equipment and software; prepares or maintains user operations and procedural manuals.
8. Assists users in requesting creation of customer accounts, network addresses and access privileges for various computer systems.

OTHER DUTIES

1. May order supplies and parts for printers; follows up and resolves billing issues and discrepancies.
2. Enters hardware, devices and software in the inventory database.
3. Advises and assists users in developing requests for hardware and software purchases and upgrades; ensures that all required hardware and network components are compatible and have been clearly and accurately described; follows up and advises customers on the status of requested purchases.
4. Attends meetings, training seminars and professional meetings; monitors and reviews new software and hardware products and tools.
5. Prepares various reports, as required.

QUALIFICATIONS

Knowledge of:

1. PC hardware, operating systems and characteristics.
2. Basic principles and practices of computer platform and network operating systems similar to those used by the District and school sites.
3. Methods and techniques for the installation and configuration of hardware, software and network connectivity.
4. Methods and techniques for troubleshooting, determining the causes of and resolving hardware and software problems and device errors and failures.
5. Standard software packages, including word processing, spreadsheet, presentation, graphics and database programs.
6. Help desk functions, policies and procedures.
7. Research techniques, methods and procedures.
8. Copyright guidelines applicable to the duplication of materials and media.

9. Methods and procedures for the storage and inventorying of hardware, software and instructional media.
10. Basic office methods and practices, including filing and record keeping.

Ability to:

1. Set priorities and work independently without the need for more than minimum supervision.
2. Operate and monitor enterprise class computer systems, terminals and peripheral equipment and respond to equipment and system status messages, enunciators and signals.
3. Obtain accurate and complete information from users, in person and by telephone, to identify their needs and problems and develop responses and solutions.
4. Install and configure PCs, laptops, printers, other peripheral equipment, devices, presentation and instructional equipment and other technology tools.
5. Troubleshoot, diagnose and resolve PC, server and network device hardware, software and connectivity problems and failures of varying difficulty efficiently and effectively.
6. Read and interpret diagrams, specifications and manufacturers' instructions for the operation of digital instructional equipment.
7. Follow and apply written and oral work instructions.
8. Prepare clear, accurate and comprehensive hardware and software specifications and purchase requisitions in assigned areas of responsibility.
9. Communicate effectively, orally and in writing.
10. Prepare and maintain records and reports.
11. Exercise sound independent judgment and initiative within established guidelines.
12. Establish and maintain highly effective customer-focused working relationships with departmental users, administrators, cafeteria staff, teachers, students, other District and site staff, vendors, parents and others encountered in the course of work.

Education, Training and Experience:

Graduation from high school or GED equivalent; completion of specialized computer support courses; and three years of increasingly responsible experience in providing technical hardware and software support, particularly involving support for database systems. Experience in a public agency is preferred.

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 departments to accommodate the limitation.

Physical Demands

While performing the duties of this class, employees are regularly required to sit; talk or hear, in person and by telephone; use hands repetitively to finger, handle, feel or operate standard office equipment; and reach with hands and arms. Employees are frequently required to walk and stand; and lift, carry, move or push objects weighing up to 50 pounds.

Specific vision abilities required by this job include close vision and the ability to adjust focus.

Mental Demands

While performing the duties of this class, employees are regularly required to use written and oral communication skills; read and interpret data, information and documents; analyze and solve problems; observe and interpret situations; learn and apply new information or skills; perform highly detailed work; work on multiple, concurrent tasks; work with frequent interruptions; work under intensive deadlines; and interact with District 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 work under typical office conditions, and the noise level is usually quiet. Employees may be required to work overtime when deemed necessary.

Board Approval 10/2/2008