LAKE ELSINORE UNIFIED SCHOOL DISTRICT
Position Description

TITLE:	Technology Support Specialist	**REPORTS**:	Director/Technology
DEPARTMENT:	Technology	**CLASSIFICATION:**	Classified
FLSA:	Non-Exempt	**WORK YEAR:**	245 Days
ISSUED:	**06/27/2018**	**SALARY RANGE:**	**65**

JOB PURPOSE STATEMENT:
Under general supervision, provide technology support in the operation, maintenance and support of desktop computers, mobile devices, LAN and network equipment including voice amplification, multi-media distribution devices, software, and peripherals. Performs related work as required; provides assistance, direction and may assist in the training of end-users.

Essential Job Functions (E):
The following duties are typical for this classification. Incumbents may not perform all of the listed duties and/or may be required to perform additional or different duties from those set forth below to address business needs and changing business practices.

1. Operates and maintains a variety of equipment including computers, mobile devices, printers, network servers, and other networked equipment. (E)
2. Reviews hardware and software requirements. (E)
3. Responds to hardware and software service requests. (E)
4. Sets up and configures new and existing district owned instructional and administration computers and mobile devices; may include pickup and delivery of district technology equipment. (E)
5. Installs software on new and current/existing computers and mobile devices. (E)
6. Provides computer and mobile device support services to maintain optimum system operations including preventative maintenance. (E)
7. Troubleshoots computer, mobile devices and printer problems. (E)
8. Utilizes deployment and asset management tools to manage desktops and mobile devices including imaging of systems. (E)
9. Assists in the basic maintenance, upgrades, and security of the district's various Local Area Networks (LAN), including the wireless network.
10. Assists with installation and configuration of servers and switches for network placement.
11. Assists with installing and configuring networked applications.
12. Troubleshoots and resolves basic network and district phone system problems. (E)
13. Reports and records on all computer installations and technology service requests; maintains equipment and software inventory. (E)
14. Coordinates networking data wiring layouts and additions. (E)
15. Works with vendors on software and hardware installations, troubleshooting, administration and maintenance. (E)
16. Creates documentation and other technical documents. (E)
17. May provide support for district owned mobile devices, including assistance with setup and troubleshooting of district software.
18. May assist with the administration of district approved laptop application programs; configures, distributes, updates, and monitors laptops for district staff.

Essential Job Functions (E) continued:

19. Provides assistance with district technology initiatives as needed.
20. Performs other technology related duties as required. (E)
21. Perform related tasks in current user database management system as needed such as reset passwords, group memberships, and group policies. (E)
22. Performs other job related duties as assigned.

JOB REQUIREMENTS - QUALIFICATIONS:

Knowledge of:
Methods, tools and equipment used in the installation and service of hardware and software; Various computer and mobile device operating systems and Microsoft Office suite; Current computer network technology; Basic industry standard networking principles; Basic understanding of networking protocols, hardware and technology; Understanding of physical wiring standards for both copper and fiber optic cabling

Ability to:
Install computers, mobile devices, printers and other peripheral devices; Install and troubleshoot software and hardware; Assist with the maintenance and troubleshooting of network hardware and software; Communicate clearly and concisely both oral and written; Demonstrate good interpersonal skills to work with students, teachers, administrators, supervisors, co-workers and vendors; Learn new skills to keep current with technology changes; Instruct others in the use and care of computer technology and software; Adapt to changing technologies and learn functionality of new equipment and systems Work with limited supervision; Multitask while maintaining patience and flexibility; Manage work assignments effectively between multiple sites; Understand and carry out oral and written instructions; Establish and maintain cooperative working relationships; Ability to think creatively, and identify and resolve issues; Attention to detail and the ability to effectively multi-task in a deadline driven atmosphere; High levels of integrity, autonomy, and self-motivation. Excellent analytical, problem solving and time management skills; Comply with the District's customer service standards, as outlined in Board Policy.

EDUCATION REQUIRED:
Any combination equivalent to: High School diploma or equivalent, supplemented by training and/or coursework in technology related field and network operations. Associates Degree preferred but not required.

EXPERIENCE REQUIRED:
Four (4) years of computer related experience with or supplemented by a minimum combination of two (2) years hands-on experience and two (2) years or more of coursework in such areas as installation, configuration, troubleshooting, and repair of computer hardware, software and peripheral devices preferably in a networked enterprise environment. A+, N+, MCP are preferred but not required.

LICENSE REQUIRED:
Possession of a valid California Driver's License and remain insurable at the district's standard insurance market rate. Current DMV report.

CERTIFICATIONS AND TESTING REQUIRED:
Criminal Justice Fingerprint Clearance, negative pre-employment drug screen test and negative TB test results. Pass the District's Proficiency Examination with a satisfactory score.

SUMMARY OF PHYSICAL DEMANDS RATINGS

JOB TITLE: Technology Support Specialist

The following analysis entails an evaluation of the "Physical Demands" factors of the job, as it exists. This method provides a basis for permitting modification to fit the capabilities and needs of workers with disabilities.

Rating Symbol Key:

NP = Not Present – Does not exist
O = Occasionally – Up to 1/3 of the time
F = Frequently – From 1/3 to 2/3 of the time
C = Constantly – 2/3 or more of the time

1.	STRENGTH:		
A.	Standing	33%	
	Walking	33%	
	Sitting	34%	
B.	Lifting	O	30 lbs.
	Carrying	O	30 lbs.
	Pushing	O	30 lbs.
	Pulling	O	30 lbs.
2.	CLIMBING	O	
	BALANCING	O	
3.	STOOPING	O	
	KNEELING	O	
	CROUCHING	O	
	CRAWLING	O	
4.	REACHING	C	
	HANDLING	C	
	FINGERING	C	
	FEELING	O	
5.	TALKING:		
	Ordinary	C	
	Other	C	
	HEARING:		
	Conversations	C	
	Other Sounds	C	
6.	SEEING		
	Acuity Near	C	
	Acuity, Far	O	
	Depth Perception	O	
	Accommodation	C	
	Color Vision	NP	
	Field of Vision	NP	

7. PHYSICAL DEMANDS RATING SUMMARY: Heavy: 2 (3) (4) (5) (6) (DOL Physical Demand Categories 1 to 6 are very significant to the customary performance of the job if contained in parenthesis)

8. PHYSICAL DEMAND COMMENTS: Examples of lifting/carrying/pushing/pulling are materials and equipment (computer terminals) up to 25 lbs., stooping/kneeling/crouching is near ground level work of connecting/plugging in equipment; reaching/handling/fingering are bi-manual hand and finger dexterity use in connecting components; talking/hearing is the primary communication means; near visual acuity is connecting equipment, far visual acuity is moving around rooms.

SUMMARY OF ENVIRONMENTAL CONDITIONS RATINGS

JOB TITLE: Technology Support Specialist

The following analysis represents evaluation of the surroundings in which the job is performed. Environmental Conditions must by definition be specific and related to the job.

Key to Environmental Factors Rating:
NP = Not Present in the Job Environment
S = Seldom – Under 5% of Work Day
O = Occasionally – Up to 1/3 Time
F = Frequently – From 1/3 to 2/3 Time
C = Constantly – 2/3 or More Time

1. ENVIRONMENT:
   Inside 90 % Outside 10 %

2. EXTREME COLD NP

3. EXTREME HEAT NP

4. WET/HUMID NP

5 NOISE (IN DECIBELS) 80 decibels
VIBRATION O

6. HAZARDS:

Mechanical	S
Explosives	S
Electrical	S
Radiant Energy	NP
Burns	S
Other Hazard/s	S

Comments Regarding "Other Hazards" = Floods, fires

7. ATMOSPHERIC CONDITIONS:

Fumes	O
Mists	S
Odors	O
Gases	S
Dusts	C
Poor Ventilation	O
Other Atmospheric Hazards	NP

8. PROTECTIVE CLOTHING – DEVICES:

9. E.C. SUMMARY: Inside and Outside Work (2) 3 4 5 (6) 7 Numbers encircled by () indicate significant involvement of factors enumerated and rated above.

10. SUMMARY ENVIRONMENTAL COMMENTS: Noise and vibration from some power tools. Exposure to hand and small power tools and associated oils and cleaners.