

COLTON-REDLANDS-YUCAIPA REGIONAL OCCUPATIONAL PROGRAM

CLASSIFIED TITLE: Technology Technician I

BASIC FUNCTION:

Under the direction of the Superintendent and/or designee, perform a variety of technical duties involved in the installation, configuration, maintenance, troubleshooting, diagnosis, and repair of computer hardware, software, operating systems, servers, peripherals, and network systems in support of instructional programs; provide user support and technical assistance of new and existing technologies. Perform varied, responsible, and confidential support duties to assist instructional and information and communication technology staff.

REPRESENTATIVE DUTIES:

ESSENTIAL DUTIES:

Assist in installing, configuring, modifying and maintaining computer hardware, software, operating systems, servers, and peripherals to assure the smooth running of computer workstations and systems; respond to user requests for service; install, upgrade, and update computer software and applications as needed.

Assist with inspection, troubleshooting, diagnosing and resolving hardware, software, operating systems, servers peripheral and network system malfunctions; troubleshoot and resolve issues with WAN, VLAN, firewall, VPN, voice communications, and voice mail systems; respond to work orders; install, configure, maintain and repair a variety of peripherals such as printers and scanners.

Monitor inventory levels of computer supplies and equipment; assist with ordering, receiving, and maintaining adequate inventory of supplies; prepare, pack, load, transport, and unload new computer equipment for installation at various District sites; unpack and inspect new equipment for damage; test and observe the performance of computer systems, peripherals and programs to assure proper operation; install and update drivers as needed.

Provide technical training and assistance to teachers and staff concerning the operation of computer hardware, mobile devices, software, related peripherals, and instructional technology resources to enhance learning as needed; respond to inquiries and provide detailed and technical information concerning related practices, procedures, applications, and malfunctions.

Prepare backup data files in accordance with established procedures; monitor available system disk space; move and delete files as necessary to provide for system space and program running

OTHER DUTIES:

Perform related duties as assigned.

KNOWLEDGE AND ABILITIES:

KNOWLEDGE OF:

- Practices, procedures and techniques involved in the installation, configuration, maintenance, troubleshooting, diagnosis and repair of computer hardware, software and peripheral equipment.
- Computer hardware systems and software applications.
- Principles, methods and procedures of operating computers and peripheral equipment.
- Database structures, on-line applications and computer system capabilities.
- Basic materials, methods and tools used in the maintenance and repair of telecommunication and related networking systems, equipment, components and devices.
- Materials, methods and tools used in the operation and repair of computer systems.
- Principles, practices, procedures and equipment involved in network administration.
- Database programming software.
- Manual instructions, sufficient to enable quick and accurate diagnosis of difficulties.
- Basic record-keeping techniques.

ABILITY TO:

- Install, configure, modify and maintain computer hardware, software and peripherals.
- Inspect, troubleshoot, diagnose and resolve hardware, software and peripheral malfunctions.
- Provide technical training and support concerning the operation of computer hardware and software.
- Install, upgrade and configure various software, applications and drivers.
- Perform network administration activities including establishing and maintaining website user accounts.
- Install, configure, and maintain telecommunication systems, equipment, components, and devices.
- Estimate time, material, and supply needs to complete assigned projects.
- Meet schedules and timelines.
- Operate computers and peripheral equipment properly and efficiently.
- Maintain various records related to work performed.
- Understand and follow oral and written instructions.
- Work independently with minimal direction.
- Communicate effectively orally and in writing.
- Establish and maintain cooperative and effective working relationships with others using tact, patience and courtesy.

EDUCATION AND EXPERIENCE

Required:

High School diploma or equivalent and 2 years of work experience in technology support or related field.

Employees who were hired before June 30, 2023, will be grandfathered into their current position regardless of changes made to their job qualifications. This means that any changes to the job qualifications of an employee hired prior to June 30, 2023, will not result in a loss of employment, demotion, or reduction in pay or benefits. This provision does not apply if the employee is promoted or applies for a new position within the organization. Employees hired on or after July 1, 2023 will be subject to the changes made to the job descriptions that are effective on July 1, 2023.

LICENSES AND OTHER REQUIREMENTS:

Valid California Class C driver's license.

WORKING CONDITIONS:

ENVIRONMENT

Indoor environment.

Driving a vehicle to conduct work.

PHYSICAL DEMANDS

Dexterity of hands and fingers to operate hand tools, computer keyboards and other specialized equipment.

Hearing and speaking to exchange information.

Reaching overhead, above the shoulders and horizontally.

Lifting, carrying, pushing or pulling heavy objects as assigned by the position.

Sitting or standing for extended periods of time.

Bending at the waist, kneeling or crouching.

Seeing to view a computer monitor.