BURBANK UNIFIED SCHOOL DISTRICT

CLASS TITLE: TECHNOLOGY SUPPORT SPECIALIST I

BASIC FUNCTION:

Under the direction of an assigned supervisor, assist and work independently under the direction of a Technology Support Specialist II in the installation, modification and repair of computer hardware and software systems, and peripheral components; provide technical assistance and training to system users; assist in the installation, configuration and troubleshooting of computer networks and associated assemblies.

REPRESENTATIVE DUTIES:

Load software packages, including but not limited to, operating systems, word processing packages, applications, spreadsheet programs, instructional packages, network management and diagnostic software, into stand-alone computers, servers and individual networked machines.

Install and repair of hardware and peripheral components such as monitors, keyboards, printers, network cards, and disk drives; install and repair workstation and server-based peripherals, including but not limited to, disk arrays, firewalls, etc.

Assist in the installation, upgrade, and configuration of network printing, directory structures, rights, security, firewalls, messaging systems, internet and web applications and other software on file servers.

Work in conjunction with staff and/or vendors to pull, terminate, troubleshoot and test various types of cable for data, telephone and related equipment.

Install, relocate and/or repair networking infrastructure, including but not limited to, punch blocks, patch panels, equipment racks, hubs, routers, switches, servers, peripherals and related equipment.

Install and/or repair wire molding and raceways for data, telephone and related cabling equipment.

Provide clean installations with proper wire management and installation techniques.

Perform network troubleshooting to isolate and diagnose network problems.

Enter commands and observe system functions to verify correct system operation; instruct users in use of equipment, software, network and manuals.

Assist in establishing network users, user environment, directories, and security for networks being installed.

Keep abreast of new software, hardware and networking product developments and computer networking/utilization strategies.

Upgrade network hardware and software components as required.

Assist in the replacement and reconfiguration of defective or inadequate hardware and software packages.

Answer inquiries in person and via telephone, fax and e-mail concerning system operation; diagnose system hardware, software and operator problems; recommend or perform remedial actions to correct problems.

Provide users with network technical and diagnostic support.

Respond to the needs and questions of users concerning their access of resources on the network.

Assist in the inspection of new and used computer equipment and prepare computers for delivery and installation.

Prepare and maintain a variety of records, files and reports; maintain confidentiality of information related to students and personnel.

Perform other duties as assigned related to job description.

KNOWLEDGE AND ABILITIES:

KNOWLEDGE OF:

Technical aspects of field of specialty (i.e.: Apple, Windows NT, Novell, Linux servers);
Methods, equipment and materials used in installation and repair or hardware and software systems, networks and the peripheral components.
Modern office practices, procedures and equipment.
Safety measures and precautions.
Methods, equipment and materials used in the maintenance and repair of technology equipment.
Proper methods of storing equipment, materials and supplies.
Basic purchasing procedures, terminology and inventory control and warehousing methods and procedures.
Telephone technique and etiquette.
Oral and written communication skills.
Correct English usage, grammar, spelling, punctuation and vocabulary.

Interpersonal skills using tact, patience and courtesy.
Financial and statistical record-keeping techniques.
Organizational skills and public relations techniques.

ABILITY TO:

Read, analyze, interpret, apply and explain rules, regulations, policies and procedures related to position.
Interpret an extensive variety of technical instructions in mathematical or diagram form and deal with several abstract and concrete variables.
Gather, assemble, organize and prepare data from various sources.
Communicate effectively both orally and in writing.
Analyze situations accurately and adopt an effective course of action.
Work cooperatively and effectively with others.
Lift objects weighing up to 50 pounds using safe and proper methods and/or equipment.
Move objects weighing over 50 pounds using safe and proper methods and/or equipment.
Operate equipment used in the repair and service of computer equipment.
Read and use mechanical diagrams.
Meet schedules and timelines.
Plan and organize work.
Provide users with instruction and training.
Work confidentially with discretion.
Add, subtract, multiply, divide and perform algebra and geometry calculations quickly and accurately.
Understand and follow oral and written directions.
Complete work with many interruptions.
Maintain records and prepare reports.

EDUCATION AND EXPERIENCE:

Any combination equivalent to: graduation from high school or high school equivalency supplemented by college-level or certificate level coursework in computer science and at least one year experience required.

Completion of the Burbank Adult School IT Tech Support/ CompTIA A+ Certification class will waive the experience requirement.

LICENSE AND OTHER REQUIREMENTS

CompTIA A+ Certification, and/or Apple Certified Mac Technician (ACMT), or equivalent, is desirable.
Possession of a valid driver license required.

WORKING CONDITIONS:

School and office environment; subject to lifting, climbing, noises and exposure to fumes and chemicals; travel throughout the district.
Subject to exposure to communicable diseases.

Job Study-1/2020