INFORMATION TECHNOLOGY SERVICES SUPPORT TECHNICIAN, OPERATIONS

Reports to: Information Technology Services Support Supervisor
Division: Administrative Services

Our ideal candidate

You are a solutions-oriented problem-solver who collaborates with technical colleagues and makes data-driven decisions. You communicate effectively with customers and fellow team members. You are committed to providing the best service available to the Santa Barbara County Education office and the school districts we serve.

General description

Under general direction, provides technical and operational support for SBCEO's technology systems and infrastructure; troubleshoots and resolves more complex hardware, software, system, and network issues escalated from Help Desk staff (providing Tier 2 support); assists in the administration, maintenance, and monitoring of systems and network environments to ensure reliability, security, and performance in support of SBCEO programs and operations.

Specific duties and responsibilities

- Monitor system and network performance using established tools; respond to alerts and escalate issues as appropriate; support monitoring and troubleshooting of network infrastructure, including switches, wireless networks, VLANs, and VPNs; perform root cause analysis of recurring or high-impact issues and implement or recommend solutions.
- Administer and maintain servers, cloud services, hybrid environments, and enterprise systems; perform system updates, patching, and routine maintenance to ensure security and functionality; participate in technology deployments, upgrades, and infrastructure-related projects.
- Install, configure, maintain, and support end-user devices, applications, and peripheral equipment.
- Support user account management, permissions, and directory services.
- Assist with backup processes and basic disaster recovery procedures.
- Participate in the implementation of security practices, access controls, and system hardening measures.
- Troubleshoot and support audio/video (AV) equipment throughout SBCEO.
- Maintain accurate inventory of IT assets, including tracking, auditing, and updating records for hardware, software, and related equipment.
- Contribute to knowledge base resources by documenting system configurations, standard operating procedures, and issue resolutions accurately and thoroughly.
- Provide technical guidance and support to Help Desk staff as needed.
- Support implementation and use of automation tools and IT service platforms.
- Ensure compliance with applicable laws, policies, and procedures related but not limited to data security and privacy.
- Provide technical support to sites throughout Santa Barbara County.
- Perform other related duties as assigned.

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Requirements

A typical way to qualify for this classification would be:

Education: Possession of a high school diploma or equivalent.

Experience: Two years of experience in a technical support, systems support, or network support role in a complex, multi-site, hybrid (cloud/on-premises) environment.

Equivalent combinations of training, education, and experience that provide the required knowledge and abilities will also be considered.

Knowledge of:

- Troubleshooting methods and procedures
- Principles and practices of customer service
- Windows, MacOS, and mobile operating systems
- Networking concepts and protocols (e.g., TCP/IP, DNS, DHCP, VLANs, VPNs)
- Directory services and identity management systems (e.g., Active Directory, Microsoft Entra, Google Workspace)
- Server, virtualization, and cloud platform fundamentals
- IT infrastructure components, including servers, storage, and network devices
- System and network monitoring tools and practices
- IT service management systems and documentation standards
- Help Desk/ticketing systems
- Basic scripting or automation tools
- Modern office practices, procedures and equipment
- Standard office productivity software applications, including word processing, spreadsheets, and videoconferencing

Ability to:

- Learn County Education Office organization, operations, policies, rules and objectives
- Plan, organize, and prioritize work
- Analyze problems and determine an appropriate course of action
- Communicate technical information clearly to non-technical users
- Work independently and as member of a team
- Prioritize and accomplish multiple tasks and service requests
- Exercise tact, patience, and courtesy in interactions with others
- Understand and follow oral and written directions
- Meet schedules and deadlines
- Maintain accurate records, documentation, and reports
- Learn and apply new technologies and procedures
- Maintain confidentiality of sensitive information
- Interpret, explain, and apply relevant rules, regulations, and policies

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Licenses and certificates

Possession of job-related certifications (e.g. CompTIA A+, Network+, Security+, or similar) is preferred.

Possession of a valid California driver's license and the use of a dependable vehicle are required. These requirements may be waived if the incumbent is able to perform their duties efficiently using alternative means of transportation.

Working conditions

This classification is considered generally sedentary. Most work is performed while sitting at a desk and involves extensive use of computers, telephones, and other office equipment.

Duties may occasionally involve lifting equipment weighing up to 50 lbs., but strenuous physical activity is not typically associated with this classification.

The work is performed primarily in an office environment, with occasional work in environments such as server rooms or wiring closets. The position may require occasional travel to district or site locations. Availability outside standard working hours may be required to support maintenance, upgrades, or emergency response.

Series

Information Technology

Salary range 88

Approved by the Personnel Commission: November 19, 2026