

## **SCHOOL SITE TECHNOLOGY SUPPORT TECHNICIAN**

Series: MIS

### **DEFINITION**

Under general supervision, provides technical support to staff and end-users at a school site; installs, maintains, troubleshoots and upgrades computer hardware, software and network systems and equipment; assists and provides instruction to staff in the use of business, word processing, spreadsheet, database, education-specific, email, Internet and other desktop and network applications; and performs related work as required.

### **CLASS CHARACTERISTICS**

This is an experienced technical support class that, depending upon assignment and District needs, provides hardware, software and network support as well as training and end-user assistance to staff at a school site. The work may involve the physical installation, assembly, configuration and maintenance of systems as well as the identification and correction of problems. All positions work with school-site staff to assist them in using their equipment and applications in the most effective and efficient manner.

### **EXAMPLES OF DUTIES**

Works with the District's staff to maintain District compliance.

Installs, assembles and configures computers, monitors, network infrastructure and peripherals such as printers, scanners and related hardware; pulls cables and rewires or directs the rewiring of cables as required for new installations and office reconfiguration.

Administers school Local Area Networks (LANs); monitors network hardware and software performance, including security and access requirements and routine data backup; installs data storage systems.

Provides technical assistance to staff; troubleshoots hardware, software and peripheral problems; implements solutions or arranges for outsource service and repair with appropriate authorization.

Administers and provides technical assistance for the school email system and Internet services.

Prepares written documentation and use instructions regarding hardware, software, peripheral equipment and network systems.

Maintains accurate records and files and prepares reports related to the work, including hardware and software problems, repairs and expenses.

Assists and instructs school-site staff in using their equipment and applications in the most effective and efficient manner; trains staff in the use of new or modified applications.

Assists with the planning and acquisition of new or upgraded hardware and software systems; maintains current knowledge of hardware, software, and network technology and recommends modifications as appropriate.

### **QUALIFICATIONS**

#### **Knowledge of:**

Functions, operations and current technology related to a variety of school applications and related hardware and software.

Standard desktop operating systems for both Macintosh and PC platforms.

Microsoft Office or similar applications, including word processing, spreadsheets, database management, email and Internet access.

Operating principles, practices, hardware and software related to the establishment and maintenance of LANs.

Procedures for installing, configuring, upgrading, troubleshooting, and repairing applicable hardware, software and peripherals.

Business arithmetic and basic statistical techniques.

Standard office support practices and procedures, including the use of standard office equipment.

Techniques for explaining technical concepts and procedures to non-technical users.

**Skill in:**

Installing, assembling and configuring computers, monitors, network infrastructure and peripherals such as printers, scanners and related hardware.

Monitoring and maintaining the District's and school-site's Local Area Networks (LANs).

Troubleshooting and solving desktop and network hardware and software problems.

Instructing staff in the use of new or upgraded computer applications, hardware and software.

Motivating staff to use available technology effectively.

Maintaining accurate records and files and preparing work-related reports.

Using initiative and independent judgment within established policy and procedural guidelines.

Organizing work, setting priorities, managing multiple tasks and meeting critical time deadlines.

Establishing and maintaining effective working relationships with those contacted in the course of the work.

**Education and Experience:**

Equivalent to completion of two years of college or possession of an Associate of Arts degree in computer technology or a field related to the work and two years of experience in performing software installation and documentation and end-user training in a desktop or network environment. Additional experience as outlined above may be substituted for the education on a year-for-year basis.

**License:**

Must possess and maintain a valid California class C driver's license and a satisfactory driving record.

**Physical Demands:**

Must possess mobility to work in a standard office or school-site setting and to use standard office equipment, including a computer; strength and agility to lift equipment weighing up to 40 pounds and to work in small spaces to install equipment; vision to read printed materials and a computer screen; color vision to distinguish between colors of wiring; and hearing and speech to communicate in person and over the telephone.

N: 06/01

R: 02/07