

JOB TITLE: TECHNOLOGY SUPPORT SPECIALIST

BASIC FUNCTION

Under direction of an assigned supervisor, performs skilled work in the assembling, installation, maintenance and repair of a variety of computer related systems, assists other maintenance workers by performing semi-skilled related duties in other maintenance trade areas as assigned.

ESSENTIAL JOB FUNCTIONS

- Performs skilled maintenance and repair of computers
- Installs, maintains, and repairs computer networks and related systems
- Tests and diagnoses equipment malfunctions and replaces defective computer components and wiring, utilizing a variety of specialized tools
- Assists in testing and evaluating application software and hardware and in the preparation of purchase recommendations
- Plans, organizes, and lays out assigned tasks
- Maintains an adequate inventory of parts, materials, and supplies
- Requisitions and orders required maintenance and repair items as needed
- Serves as a liaison and resource to other departments and schools
- Installs computer programs and software as needed
- May serve as liaison with outside contractors and vendors as assigned
- Plans, organizes, and conducts orientation and training programs in the use of computer hardware and commonly used software applications as assigned
- Participates in assigned committee activities
- Commits to ongoing training as deemed necessary for job related duties
- Performs related duties as assigned

JOB REQUIREMENTS – QUALIFICATIONS

Skills, Knowledge and/or Abilities Required:

Skills to:

- Utilize a variety of tools and equipment necessary to perform duties
- Test computer hardware, network equipment and/or software applications
- Install, maintain, and repair various types of computer related and data network systems

Knowledge of:

- Methods, procedures, techniques, materials, and equipment utilized in the installation, repair, and maintenance of computer hardware and data networks
- Basic assigned computer operating system server systems
- Basic active directory architecture
- District policies, legal mandates, and codes pertaining to the inspection, repair, and maintenance of data networks and computer hardware
- Safe working methods and procedures

Ability to:

- Utilize special computer and data network testing equipment to determine defects and malfunctions

- Maintain simple records
- Prepare complete and concise reports
- Analyze and develop solutions for system problems
- Read, understand, interpret and apply complex written instructions and information
- Apply knowledge of computer hardware, software and network systems to a wide variety of management and user service requests
- Communicate effectively in oral and written form
- Understand and carry out oral and written directions with minimal direction and supervision
- Establish and maintain positive and effective working relationships
- Promote team building and a positive work environment
- Adapt easily to work assignments, additional priorities and new procedures
- Receive constructive criticism and modify work accordingly
- Prioritize and identify needs and solve problems independently
- Suggest and implement procedural improvements to supervisor
- Skillfully handle difficult situations using good judgment
- Maintain a high level of professionalism
- Keep the needs of customers a top priority

PHYSICAL DEMANDS

The physical requirements indicated below are examples of the physical aspects that this position classification must perform in carrying out essential job functions.

- Will be expected to perform heavy work, which involves lifting no more than 100 pounds at a time with frequent lifting or carrying of objects weighing up to 50 pounds. If someone can do heavy work, we determine that he or she can also do medium, light, and sedentary work. (*Per the Code of Federal Regulations – Section 404.1567 “Physical Exertion Requirements”*)
- Climbing ladders and stairs
- Walking and standing for extended periods of time
- Manual dexterity to operate equipment, use tools and equipment
- Perceiving the nature of sound, visual acuity (near and far) and depth perception
- Reasonable accommodation may be made to enable a person with a disability to perform the essential functions of the job

EXPERIENCE AND EDUCATION REQUIREMENT

Experience:

Two years of experience in the installation, maintenance, and repair of computer hardware and data network systems.

Education:

Equivalent to graduation from high school, supplemented by coursework and training in computer and data networks, and in the operation, maintenance, and repair of computer related equipment. Certification, Associate of Arts or Bachelor’s degree in a related field is desirable.

LICENSE AND/OR CERTIFICATE REQUIREMENT

- Valid California Class C driver's license

CONDITIONS OF EMPLOYMENT

- Insurability by the District's liability insurance carrier
- Employees in this classification are subject to random drug testing as prescribed by Federal law