COMPUTER SUPPORT TECHNICIAN

Range 52

DEFINITION: Under the supervision of the Director of Technology, The Computer Support Technician will provide software, hardware and network support to users including but not limited to Students, Staff, Faculty and Visitors

DISTINGUISHING CHARACTERISTICS: This position provides on-site assistance to teachers, administrators and staff; loads, configures and maintains educational software; isolates equipment malfunction; runs software diagnostic programs and assists with network and hardware set ups as requested. In addition, this position maintains accurate inventory records of equipment, software and instructional materials and performs necessary preventative maintenance on technology equipment. Incumbents are expected to continually update their knowledge of software applications and hardware systems.

TYPICAL DUTIES:

1. Excellent Customer Service skills
2. Basic troubleshooting of computers, printers, network and user access.
3. Install, configure and maintain software using a verity of methods.
4. Maintain Computer and User accounts using Microsoft Active Directory and G Suite administrator.
5. Manage email accounts, printer access and phone accounts
6. Utilize various methods of batch uploads of student data to provide access to digital curriculum.
7. Other related duties as assigned.

QUALIFICATIONS: Any combination of education, training, and/or experience that demonstrates ability to perform the required duties. A typical qualifying background would include graduation from high school and demonstrated knowledge of computer operation, supplemented by course work in network technology, electronics technology or related field.

Knowledge of:

1. Operation, maintenance and capabilities of personal computers and peripheral equipment
2. Computer software usage and applications
3. Data input and retrieval techniques
4. Basic understanding of instructional methods and techniques
5. Data communications equipment and microcomputer hardware and software products
6. Familiarity with network technologies
7. Ethical handling practices for programs and stores information
8. Routine record keeping

Ability to:

1. Work with network technologies, including maintenance and implementation
2. Instruct both individuals and groups
3. Operate and maintain Personal computers and related equipment
4. Keep abreast of changing computer technology, hardware and software
5. Understand and follow basic methods and procedures used in an instructional setting
6. Train and assist staff in the operation of computer hardware and educational software
7. Occasionally assist with PC based software applications
8. Maintain accurate records
9. Understand and carry out oral and written instructions
10. Establish and maintain effective relationships with others
11. Plan and schedule work
12. Work effectively within established time schedules
13. Understand and maintain confidentiality

Physical Ability:

1. Use hands to finger, handle, or feel objects, tools or controls
2. Walk, climb or balance; stoop, kneel, crouch or crawl and smell
3. Occasionally stand
4. Occasionally lift and/or move up to 50 lbs.
5. Close vision, distance vision, color vision, peripheral vision, depth perception and the ability to adjust focus

Education and Experience:

1. High school graduation or equivalent
2. Must obtain a proficiency certificate as specified by the District
3. Experience and training with computers
4. Previous experience working with groups of children is highly desirable

License: As some positions in this class may be required to drive a personal vehicle to various District locations to conduct work, candidates must possess a valid California driver's license and maintain eligibility for district insurance.