

TECHNOLOGY SUPPORT TECHNICIAN I

DEFINITION

Under the direction of the Manager of Technology Services, will assist and participate in evaluating, developing, maintaining, implementing, and modifying technological systems in conjunction with the School District Technology Services department. Perform a variety of advanced level skilled duties and responsibilities in the installation, repair, and maintenance of microcomputer and technological systems throughout the district. Provides technical support for users of the district's Apple computing systems; coordinates training programs; assists with the purchase, installation and the maintenance of district computer hardware and software.

Additionally, the Technology Support Technician I, (Level I) is to provide support for networking management and administration, PC computer systems and PC servers, web servers and web site administration, router configuration and router management and maintenance of networking addressing systems.

EXAMPLES OF DUTIES

Essential Functions:

The tasks listed in this section are representative of duties assigned to positions. This list is not intended to be an all inclusive list of all tasks assigned to this position.

Performs a variety of systems design, installation, modifications, and maintenance of the school site and District technology system which includes, but is not limited to, network (LAN/WAN), computers, back up systems, printers, servers, telecommunications, multimedia and application software.

Develops and maintains a working knowledge of existing and new computer applications.

Troubleshoots minor and major information system failures and coordinates computer system maintenance activities with vendors or district staff.

Monitors information system statistics, collecting performance related details and installing upgrades or enhancements to existing systems.

Performs desktop publishing using a combination of word processing, graphic arts and design skills, and various computer programs to compile materials to finished page design.

Operates various software programs, understanding the interactive behavior of the computer equipment and programs which may require updating, organizing, editing, and routine maintenance.

Researches and recommends purchase of computer hardware and software; communicates with technical support in other businesses to best serve the districts' needs.

Performs technical and routine maintenance and repairs on computer equipment which require special training and experiences.

Manages and builds both computer systems and networks from the ground up including hard disk set up, network interface card configuration and oversight of network routers, hubs and ethernet switches and installations.

Researches, evaluates and implements new hardware and software, requisition and maintain an adequate supply of parts and repair materials.

Utilizes a variety of electronic testing equipment, aligns, adjusts and calibrates equipment in accordance with specifications, and replaces defective components.

Serve on assigned committees and teams.

Participate in District mandated training and retraining programs.

Perform related work as required.

Serve as District E-mail postmaster, World Wide Web (WWW) web master and coordinate interrelations between District server resources under the direction of the Manager of Technology Services, provide guidance and support to sites in creating and maintaining WWW home pages, while coordinating and maintaining the District Home page.

QUALIFICATIONS

Knowledge of:

An overall understanding of Local Area Network and Wide Area Network management principles and the ability to troubleshoot network problems.

Systems management utilizing Macintosh and PC based microcomputer technologies.

General data processing principles and procedures.

Macintosh and PC based applications software, including database management, word processing, and spreadsheets.

Technical aspects of computer and peripheral operations, including OCR and scanning systems.

Basic maintenance of all technology systems.

Ability to:

Effectively and efficiently install, replace and repair various types of computers, network systems and electronic equipment.

Devise and adopt work procedures and record keeping systems to meet changing organizational needs and priorities.

Communicate effectively, understand and carry out oral and written instructions.

Establish and maintain effective relationships with those contacted in the course of work.

Prioritize support requests to minimize user downtime.

Train other employees in the use and operation of computer equipment and software programs.

Licenses Required:

Possession of a valid and appropriate California Driver's License.

Certifications:

The below certifications or equivalent work experience is highly desired. Also, desired will be any course work or experience in studying for or in the process of studying for the listed certifications:

- Apple Certified Technical Coordinator, ATC.
- Microcomputer Specialist Certificate or equivalent, MCS.
- Microsoft Certificated systems Engineer, MCSE.
- Cisco Certified Network Associate, CCNA.

EDUCATION AND EXPERIENCE

Any combination of experience and education equivalent to: two (2) years of college level course work in computer science, data communications, electrical engineering or a high school diploma with equivalent work experience in the computer field, preferably including experience with various operating systems such as Macintosh, MS-DOS, Windows, Unix, Linux, LAN/WAN protocols and systems.

PHYSICAL ABILITIES AND WORKING CONDITIONS OF EMPLOYMENT

The Physical Abilities and Other Conditions of Employment and the Associated Tasks listed in this section are representative of the essential functions of this job, but are not intended to provide an exhaustive list of Physical Abilities and Other Conditions of Employment and Associated Tasks which may be required of positions in this class. Sulphur Springs Union School District encourages persons with disabilities who are interested in employment in this class and need reasonable accommodation of those disabilities to contact the Personnel Department for further information.

PHYSICAL DEMANDS ASSOCIATED TASKS

Vision: (which may be corrected)
Read small print

To Perform Tasks Such As To:
Maintain records; review catalogs

Hearing: (which may be corrected)
Understand speech

To Perform Tasks Such As To:
Order books and supplies; hear staff requests for assistance

Speech:
Speak with a level of proficiency and volume to be understood over a telephone and face-to-face.

To Perform Tasks Such As To:
Order books and supplies; communicate with staff

Upper Body Mobility:
Use hands and fingers to feel, grasp and manipulate small objects, manipulate fingers, twist and bend hands at wrist and elbow
Extend arms to reach outward and upward
Use hands and arms to lift objects
Turn, raise, and lower head

To Perform Tasks Such As To:
Maintain written and computer records

Maintain and operate equipment

Lower Body Mobility:
Walk on even surfaces
Stand for periods of one hour
Walk at various locations
Sit for prolonged periods of time

To Perform Tasks Such As To:
Follow service schedule
Operate and repair equipment

Strength:
To lift, push, pull and/or carry objects, on a frequent basis, which weigh as much as 50 pounds.

To Perform Tasks Such As To:
Lift, carry, push, pull or otherwise move objects

Environmental Requirements:
Work interruptions
Work independently
Work cooperatively with others
Work inside

To Perform Tasks Such As To:
Assist staff
Plan and schedule work to meet deadlines
Instruct staff on software
Perform repairs

Mental Requirements:

Read, write, understand, interpret,
complex information
Math skills at a basic level
Judgment
Listen
Demonstrate and give
verbal/written instructions
Write/compose at an intermediate college
level

To Perform Tasks Such As To:

Assist staff in finding materials
Order supplies and keep records
Work with staff to find needed materials
Select materials or equipment
Understand questions from staff
Instruct staff on software equipment
and materials
Complete necessary reports

The Sulphur Springs School District is an equal opportunity employer and does not discriminate on the basis of age, ethnicity, race, religious creed, color, national origin, ancestry, physical disability, mental disability, medical condition, marital status, sex, or sexual orientation.

Adopted by the Board: December 19, 2007