

BRIEF DESCRIPTION OF POSITION:

Works under the direction of the Director of Information Technology Services and provides direct computer hardware and software support to district office and school sites. Academic areas such as: office, classroom, Computer Labs, Library and Career Center in supporting and installing peripherals.

STATEMENT OF TYPICAL DUTIES:

- a. Configure, install, test, maintain, and troubleshoot computer systems, and peripheral equipments to assure proper operation, prevent service interruptions and support local Area Networks (LAN.) **E**
- b. Detect and repair or remove viruses, adware, spyware and other malicious software using anti-virus and spyware removal software and techniques. **E**
- c. Retrieve and recover data from crashed or damaged hard drives using data recovery software or other tools. **E**
- d. Set up and configure computers and peripheral equipment in a classroom, individual workstation or learning laboratory; load operating systems and applications. **E**
- e. Participate in the evaluation and testing of hardware and software for purchase by the District; provide recommendations to administrators regarding replacement of computers and peripheral equipment. **E**
- f. Perform on-site troubleshooting and repairs; run diagnostic programs; upgrade equipment and software; verify software licensing; order and install replacement components; assure District-wide standards are upheld. **E**
- g. Retrieve and recover data from crashed or damaged hard drives using data recovery software or other tools. **E**
- h. Provide training and technical user support assistance to District or Site personnel in the proper operation and care of hardware, software and peripheral equipment using Windows and Apple operating systems; provide technical information and perform demonstrations as requested. **E**
- i. Perform office systems and software analysis; audit and examine data resulting from computer operations and software performance to determine if current operations and software meet changing user needs. **E**
- j. Communicate with administrators, District staff and vendors to coordinate activities, exchange information and resolve issues and concerns; provide advice regarding proper placement and infrastructure needs for new equipment installation and the movement of existing equipment. **E**
- k. Prepare and maintain records of assigned work orders and work performed; enter and update computerized service tickets; prepare routine reports related to assigned activities. **E**
- l. Drive a District-issued or personal vehicle to various District sites to conduct work; transport computers and peripheral equipment from site to site as necessary. **E**
- m. Sets up necessary presentation equipment as requested. **E**
- n. Perform other related tasks and assume responsibilities as may be assigned by proper authority. **E**

DISTINGUISHING CHARACTERISTICS

An incumbent in the Desktop Support Technician classification will be in continuous contact with the user community conveying information regarding District software, hardware, computers and peripheral equipment. Incumbents provide a variety of technical services in the installation, configuration, diagnosis and repair of computer hardware, software, local and wide area networks and peripheral equipment. Incumbents may be assigned to the Information Technology Services or provide dedicated support to a school site or District department. Incumbents in these positions are expected to maintain a level of expertise in evolving technologies via ongoing training.

KNOWLEDGE & ABILITIES:

Knowledge of:

- Principles, unified communications, basic operation, and installation of LANs, computers, telecommunication systems, related software and peripheral equipment.
- Materials, methods and tools used in the operation, maintenance and repair of computer hardware, software and peripherals.
- General principles and techniques of systems analysis
- Interpersonal skills using tact, patience and courtesy.
- Oral and written communication skills.
- Record-keeping and basic report preparation techniques.

Ability to:

- Install, maintain and configure LANs, computer hardware, unified communications, peripherals and software applications systems.
- Diagnose and repair computer and peripheral malfunctions and breakdowns.
- Operate a variety of tools and equipment utilized in the operation and repair of computer systems.
- Provide technical support and assistance to school employees in the use of computer hardware, peripheral, software and educational technology equipment.
- Provide information and assistance to school staff members in a helpful, courteous and timely manner.
- Observe legal and defensive driving practices.
- Communicate effectively both orally and in writing.
- Diagnose and repair network-cabling systems.
- Read and utilize technical manuals.
- Operate a keyboard at a corrected rate of 30 words per minute.
- Update and maintain a variety of files and records accurately.
- Work independently and exercise initiative and good judgment.
- Transport equipment of up to 50 lbs. and maintain a valid California Driver's License.
- Prioritize and complete work with many interruptions.
- Meet schedules and time lines.

EDUCATION & EXPERIENCE:

Any combination equivalent to completion of two years of college-level coursework in, computer science, information technology or related field and/or two years experience in hardware and software support.

A+ certification required.

Microsoft Certified Desktop Support Technician (MCDSTs) preferred.

PHYSICAL CHARACTERISTICS:

Must be able to bend, stoop, reach, lift, stand and sit for prolonged periods; see to read fine print; depth perception to file; use hands and fingers to operate office equipment and keyboard; speak clearly; and hear well enough to communicate effectively in person and on the telephone to be able to perform all tasks.

WORKING CONDITIONS:

Office and school environment, subject to occasional noise from computer operation, and visual exposure to computer screens.