SWEETWATER UNION HIGH SCHOOL DISTRICT

CLASS TITLE: INFORMATION TECHNOLOGY SUPPORT TECHNICIAN

BASIC FUNCTION:

Under the direction of the Information Technology Support Supervisor, install, diagnose and repair computer hardware, software and peripheral equipment in all District facilities; conduct preventative maintenance on hardware and software on scheduled basis; analyze and correct problems with assigned systems and associated components; repair computers, monitors, printers and scanners, audio video equipment including, overhead and data projectors and other related peripheral equipment.

REPRESENTATIVE DUTIES:

ESSENTIAL DUTIES:
Install, configure, troubleshoot and repair a variety of complex equipment in a multi-vendor environment, including Windows and Macintosh computers, monitors, servers, printers, scanners, overhead and data projectors, and other related peripheral equipment.

Assist in troubleshooting and diagnosing network and equipment problems, installation and configuration of switches, routers, hubs and other network hardware.

Assist in supporting integrated voice and data communications systems including Voice over IP technologies, power patch panels and media gateway servers; assist in supporting traditional telecommunications systems, phone instruments and associated equipment.

Maintain and support structured cabling systems and standards, including fiber backbone and distributed wiring closets.

Perform routine preventative maintenance on hardware, software, peripherals and network equipment.

Prepare and maintain preventative maintenance records and required reports related to assigned activities.

Perform a variety of maintenance tasks; set up and maintain servers; establish and maintain user accounts, passwords, e-mail accounts, internet connectivity, back-ups, user home directories and designated programs and systems.

Assist in the support of microcomputer applications software, network operating systems, and provide assistance to user staff on the use of new administrative support systems.

Prepare and maintain records and reports related to assigned activities; prepare time and material cost estimates as needed.

Provide training and assistance to system users concerning computer operations, software applications and malfunctions.

Operate a variety of technical equipment including testers, meters and various hand and power tools.

Communicate with various site personnel to coordinate activities, exchange information and resolve issues and concerns.

Drive a vehicle to various sites to conduct work and transport equipment for repair.

OTHER DUTIES:
Perform related duties as assigned.

KNOWLEDGE AND ABILITIES:

KNOWLEDGE OF:
Extensive hardware and software applications, including Windows-based and Macintosh hardware systems, components and operating systems.
Telecommunications equipment and cabling systems.
Correct English usage, grammar, spelling, punctuation and vocabulary.
Interpersonal skills using tact, patience and courtesy.
Technical aspects of field of specialty.
Configuration/installation of network hardware and software for microcomputers.

ABILITY TO:
Perform technical work in the installation, operation, maintenance, diagnosis of Windows and Macintosh computers and related peripheral equipment.
Analyze, define and correct hardware problems in a multi-vendor environment.
Prepare and maintain records.
Troubleshoot and resolve computer problems in a timely manner and efficient manner.
Operate and properly care for tools, equipment and materials used in the diagnosis and installation of district owned equipment.
Understand and follow oral and written instructions.
Communicate effectively both orally and in writing.
Establish and maintain cooperative and effective working relationships with others.
Plan and organize work.
Meet schedules and time lines.
Work independently and as a member of a team.
Maintain current knowledge of technological advances in the field.

EDUCATION AND EXPERIENCE:

Any combination equivalent to: graduation from high school supplemented by college-level course work in computer science, information systems, or other related field and three years of increasingly responsible experience working as a computer support technician supporting multiple sites with a variety of computer equipment, operating systems, and applications software in a multi vendor environment.

LICENSES AND OTHER REQUIREMENTS:

Valid California Class C driver's license.

Must possess one or more of the following certifications:

Microsoft A+ and Net+ Certification.
Microsoft MCP/MCSE Certification.
Certification in Apple Desktop OS and Server OS.

WORKING CONDITIONS:

ENVIRONMENT:
Indoor environment.
Driving a vehicle to conduct work.

PHYSICAL DEMANDS:
Seeing to read a variety of materials and view a computer monitor.
Hearing and speaking to exchange information.
Sitting or standing for extended periods of time.
Bending at the waist, kneeling or crouching.
Lifting, carrying, pushing or pulling heavy objects.
Reaching overhead, horizontally and above the shoulder to install cables and wires.
Climbing ladders.

The Sweetwater Union High School District does not discriminate with regard to sex, race, religion, color, national origin, ancestry/ethnicity, marital or parental status, age, physical or mental disability, sexual orientation or any other unlawful consideration. SUHSD Board Policy #2224

Office-Technical Job Description
Adopted by BOT 10/20/03