INFORMATION TECHNOLOGY SUPPORT TECHNICIAN

Purpose Statement

Under the direction of an assigned manager and/or supervisor, installs, diagnoses and repairs computer hardware, software and peripheral equipment in all District facilities; conducts preventative maintenance on hardware and software on scheduled basis; analyzes and corrects problems with assigned systems and associated components; troubleshoots and repairs computers, monitors, printers and scanners, data projectors, and other related peripheral equipment; provides end-user training and support of existing and future applications modules which includes mobile devices assigned to staff and students.

Essential Functions

- Installs, configures, troubleshoots and repairs a variety of complex equipment in a multi-vendor environment, including Windows and Apple computers, monitors, servers, printers, scanners, and data projectors, and other related peripheral equipment.

- Deploys and maintains school-owned mobile device carts and charging stations.

- Provides assistance and support of one-to-one ratio initiative for iPads and laptops that are assigned to students and district-wide staff.

- Maintains and restores all school-owned devices via DFU restore/Apple configurator/Windows configuration.

- Provides basic and advanced training on mobile device usage with faculty and staff.

- Provides front-line support/troubleshooting of mobile devices to faculty and staff.

- Supports annual inventory project.

- Assists with tracking and recovering lost student devices.

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

- Maintains first level analysis and troubleshooting of network connectivity issues.

- Monitors operation of WAN/LAN and data collection by monitoring applications to assure smooth operations and proper connectivity; identifies problems, issues or concerns; monitors and maintains network appliances including wireless access points.

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

- Prepares and maintains preventative maintenance records and required reports related to assigned activities.

- Assists in the support of microcomputer applications software, network operating systems and telecommunication network systems, and provides assistance to user staff on the use of new administrative support systems.

- Prepares and maintains records and reports related to assigned activities.

- Evaluates equipment and assists with recommendations for district-approved vendors for site purchases, as needed.

- Assists in researching and evaluating new applications to meet user requirement as assigned.

- Provides training and assistance to system users concerning computer operations, software applications, and mobile device usage and malfunctions.

- Provides technical assistance and support to school sites and department users; serves as department liaison with school sites and District resources on committees relating to District applications.

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

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

Other Functions

- Performs related duties as assigned.

Job Requirements: Minimum Qualifications
Skills, Knowledge and Abilities

SKILLS are required to perform multiple, complex, technical tasks with a need to occasionally upgrade skills in order to meet changing job conditions. Specific skills required to satisfactorily perform the functions of the job include: installation, configuration, troubleshooting and resolution procedures and practices on a variety of complex software and hardware systems utilized by the District.

KNOWLEDGE is required to perform advanced math; review and interpret complex materials; and analyze situations to define issues and draw conclusions. Specific knowledge required to satisfactorily perfom the functions of the job include: Extensive software and hardware applications including Windows-Based and Apple hardware systems, compents and operating systems, Windows Server, Active Directory, Group Policy, SMS, Remote Desktop Management, Apple VPP, Mac OS X Server, ITunes; configuration and installation of network hardware and software for microcomputers.

ABILITY is required to gather, collate, and/or classify data; and use job-related equipment. Flexibility is required to independently work with others in a wide variety of circumstances; analyze data utilizing defined but different processes; and operate equipment using a variety of standardized methods. Ability is also required to work with a significant diversity of individuals and/or groups; work with data of widely varied types and/or purposes; and utilize a variety of job-related equipment. In working with others, independent problem solving is required to analyze issues and create action plans. Problem solving with data requires analysis based on organizational objectives; and problem solving with equipment is significant. Specific abilities required to satisfactorily perform the functions of the job include: adapting to changing work priorities; communicating with diverse groups; maintaining confidentiality; meeting deadlines and schedules; setting priorities; working as part of a team; working with detailed information/data; analyzing requirements and recommending solutions; troubleshooting complex applications and determing appropriate corrective action.

Working Environment

The work environment characteristics are representative of those an employee encounters while performing the essential functions of this job. Resonable accommodations may be made to enable individuals with disabilities to perform essential functions. The usual and customary methods of performing the job's functions require the following physical demands: standing; walking; sitting; using hands to finger, handle or feel objects, tools or controls; reach with hands and arms; bend; stoop; kneel; crouch; climb; talk and hear. The employee must lift and/or move up to 25 pounds. Specific vision abilitites required by this job include close vision and distance vision. The noise level in the work environment is usually moderate.

Education/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 (3) 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.

Required Testing	**Certificates & Licenses**
None Specified	CompTia A+
	CompTia N+ or CCNA
	Valid California Driver's License

Continuing Educ./Training	**Clearances**
None Specified	Pre-placement Physical Exam; TB Clearance; and
	Criminal Justice Fingerprint/Background Clearance.