

Technology Support Specialist INon-ExemptJob Summary:

Under the direct supervision of the Director of Technology, the Technical Support Specialist I (TSS I) is to receive and review help desk requests and provides technical support over the telephone or in person to personal computer users on common computer and hardware and software problems. The TSS I will troubleshoot service and maintain peripheral and other electronics equipment. The TSS I will participate in installation and configuration of personal computer hardware and software onto existing networks.

The TSS I is the first of a three-level career path for generalist technical support to personal computer workstations. At level I, incumbents are capable of troubleshooting a variety of computer workstation and computer-to-network problems, basic network operations and diagnosis, and computer security. Volume of work is high and requires the ability to prioritize projects to meet users' needs.

Qualification:Required:

- Two (2) years experience in a computer hardware/software user support environment, or equivalent
- Valid California Driver License (Incumbent must be insurable at the "standard rate" by the employer's insurance carrier at all times while employed by CUSD. This position requires the incumbent to enroll in the DMV Government Employer Pull Notice Program at time of hire)

Desired:

- Associate Degree with course work in computer hardware and software components, operating systems, and data communications software

Knowledge and Ability:

1. Knowledge, at an intermediate level, of current Apple and Microsoft Windows operating systems related to common office productivity software and hardware
2. Knowledge of electronic and electrical components found in personal computers, including the terminology
3. Knowledge of the steps, techniques, and complexities associated with setting up and configuring new computers, connecting to networks, the relationship and use of input and output components
4. Sufficient writing skills to convey technical concepts in easy-to-learn format
5. Ability to establish and maintain effective working relationships with others
6. Ability to communicate in both oral and writing skills to conduct one-on-one instruction and technical assistance over the telephone and in person on the use and application of common software
7. Ability to perform all of the relevant duties of the position with minimal supervision
8. Ability to demonstrate the ability to prioritize and complete work assignments to meet schedules and deadlines
9. Ability to operate a variety of computer terminals, printers, and peripheral equipment
10. Ability to understand and analyze common technical problems and to develop and apply appropriate solutions.
11. Ability to read, understand and apply information from technical manuals
12. Ability to operate a variety of computer terminals, printers, and peripheral equipment
13. Ability to understand and analyze common technical problems and to develop and apply appropriate solutions.
14. Ability to read, understand and apply information from technical manuals
15. Ability to read electronic diagrams

Technology Support Specialist INon-Exempt

16. Ability to use electronic measuring instruments and test equipment as well as a variety of hand tools in a safe and correct manner
17. Ability to document steps for troubleshooting and solving workstations (personal computer and software) problems and solutions in a readable format
18. Ability to attend training seminars
19. Ability to communicate with students, staff, parents and the public using patience and courtesy and in a manner that reflects positively on the district
20. Ability to work well independently and as part of a team
21. Ability to drive a car

Essential Functions of this position, which include, but are not limited to, the following:

1. Receive and inventory new technology equipment
2. Receive calls and help desk tickets regarding questions and problems associated with usage of basic personal computer software, input and output of documents, and I/O to and from computer hardware
3. Handles inquiries efficiently and on a timely basis
4. In one-to-one situations either in person or by telephone or other media, instructs users to resolve basic problems on the use of common business and educational software such as learning tools, word processing, spreadsheet, databases, and graphics
5. Troubleshoots and performs various technical computer and peripheral repairs and upgrades
6. Diagnose personal computer failures and isolates
7. Verify and test systems before returning to appropriate location
8. Set up and image new computer and peripheral equipment
9. Deliver computer hardware to offices, classrooms and labs
10. Assist computer users with file transfer and configuration of new and refreshed computers
11. Installs personal computer workstations and configures users to existing networks
12. Implements protocols for electronic mail system and accounts
13. Provide technical support to classes and labs as needed
14. Ensure that operating systems are operational and properly set up
15. Checks for compatibility of antivirus and other software
16. Instruct users to resolve problems on the use of common business and educational software such as learning tools, word processing, spreadsheet, databases, and graphics
17. Instruct users to resolve common hardware problems, including those relating to transmission of printed and electronic documents
18. Prepare documentation on technical support and help desk activity, summarizing the problems, solutions, and time lines, using established formats
19. Compile lists of questions and solutions to common computer and software related problems, indexed in such a way that it facilitates consistent response by others
20. Abide by all policies set forth by the Board of Trustees
21. Performs other duties as assigned that support the overall objective of the position/site/district.

Physical Requirements for this position, which include, but are not limited to, the following:

1. Ambulatory ability to move to various office and classroom-type locations
2. Ability to reach to grasp personal computer equipment
3. Ambulatory to bend, stoop, crawl and reach to install cables and equipment
4. Ability to climb ladders and work at heights
5. Requires sufficient visual acuity to read technical documents and instructions and align small components

Technology Support Specialist I

Non-Exempt

- 6. Sufficient hand-eye coordination
- 7. Dexterity to make small component connections
- 8. Ability to work in confined areas with noise variations, dust, and limited ventilation
- 9. Ability to work safely in the presence of high voltage
- 10. Sufficient visual acuity to read technical documents and view computer screens
- 11. Facility to speak in audible tones so that others may understand clearly in normal and routine conversations
- 12. Ability to lift (up to 40 pounds), push and pull objects of medium weight (less than 75 lbs.) on an occasional basis

Working Conditions:

- 1. Most work is performed indoors where some, yet minimal safety considerations exist from physical labor and handling of medium weight, yet, awkward materials

Note: This list of essential functions and working conditions is not exhaustive and may be supplemented as necessary in accordance with the requirements of the job

Range 17 Classified Salary Schedule

8 Hr/Day – 12 Month Position

The Technical Support Specialist I (TSS I) is Step1 of 3. To move to the 2<sup>nd</sup> Step – Technical Support Specialist II (TSS II), the employee must meet the required qualifications of the TSS II; serve three (3) years as a TSS I; have favorable annual evaluations; and have Board of Trustee approval.

Employee Name (print): \_\_\_\_\_

Employee Signature: \_\_\_\_\_

Date: \_\_\_\_\_