

**BERRYESSA UNION SCHOOL DISTRICT
CLASSIFIED POSITION DESCRIPTION**



JOB TITLE: TECHNOLOGY SUPPORT SPECIALIST II

Job Purpose Statement/s: Under the general direction of the Manager of Technology Services provide technology support in the operation, maintenance and support of a computer network including all technology devices, software, and peripherals; install and configure personal computer equipment; install and configure necessary software applications; perform related work as required; provide assistance, direction and training to users and school site staff; work at various sites to troubleshoot problems with servers, network equipment, computers, tablets printers and software; communicate with District and site support staff on technical issues.

Essential Job Functions:

- Operates and maintains a variety of equipment including computers, printers, tablets, network servers, and other networking equipment.
- Reviews hardware and software requirements.
- Responds to hardware and software service requests.
- Sets up and configures new and existing instructional and administration computers and tablets.
- Installs software on new and used computers and tablets.
- Provides computer and tablet support services to maintain optimum system operations including preventative maintenance.
- Troubleshoots computer, tablet and printer problems.
- Utilizes deployment tools to manage mobile devices and image systems.
- Performs preventative maintenance on hardware and software; performs basic hardware repair.
- Assists in the basic maintenance, upgrades, and security of the District's various Local Area Networks (LAN) including the wireless network.
- Installs and configures servers for network placement.
- Installs and configures networked applications.
- Installs and performs basic configuration of network switches and hubs.
- Troubleshoots and resolves basic network problems.
- Maintains records on all computer installations and technology service requests; maintains equipment and software inventory.
- Coordinates networking data wiring layouts and additions.
- Works with vendors on software and hardware installations, troubleshooting, administration and maintenance.
- Creates documentation and other technical documents.
- May assist with the administration of the laptop program; configures, distributes, updates, and monitors laptops for District staff.
- Provides assistance with District technology initiatives as needed.

Other Job Functions:

- Performs troubleshooting of computers, equipment, software and desktop applications.
- Attends meetings for the purpose of conveying and/or gathering information required.
- Attends appropriate workshops/conferences for the purpose of ongoing training.

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- Performs other job duties as may be assigned.

Job Requirements – Qualifications

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Education and Experience Requirements:

Any combination equivalent to: Completion of the twelfth grade supplemented by training and/or coursework in computer and network operations. Associates degree preferred but not required; and one year of computer related experience or any combination of experience and coursework in such areas as installation, configuration, troubleshooting, and repair of computer hardware, software and peripheral devices preferably in a networked environment. MCP/MCSE preferred but not required.

Knowledge and Abilities:

KNOWLEDGE OF:

- Methods, tools and equipment used in the installation and service of hardware and software
- Various computer and tablet operating systems and Microsoft Office suite
- Current computer network technology; basic industry-standard networking principles
- Basic understanding of networking
- Administration and support of Google Apps for Education (GAFE).
- Technical aspects of computer training and support.
- District organization, operations, policies and objectives.
- Policies and objectives of assigned program and activities.
- Record-keeping and report preparation techniques.
- Oral and written communication skills.
- Interpersonal skills using tact, patience and courtesy.
- Modern office practices, procedures and equipment.
- Proper lifting techniques.

ABILITY TO:

- Install computers, tablets, printers and other peripheral device
- Install and test software and hardware
- Assist with the maintenance and troubleshooting of network hardware and software
- Communicate effectively both orally and in writing.
- Establish and maintain cooperative and effective working relationships with others.
- Maintain records and prepare reports.

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- Determine appropriate action within clearly defined guidelines.
- Work independently with little direction.
- Meet schedules and time lines.
- Plan and organize work.
- Maintain current knowledge of technological advances in the field.
- Maintain consistent, punctual and regular attendance.
- Move hands and fingers to operate a computer keyboard.
- Hear and speak to exchange information.
- See to view computer monitor and read a variety of materials.
- Sit for extended periods of time.
- Bend at the waist, kneel and crouch to perform repairs.
- Use proper lifting methods.

Working Conditions:

ENVIRONMENT:

The work environment characteristics here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Indoor
- Office environment
- Subject to driving to off-site locations to conduct work.

The noise in these environments is quiet to loud depending upon the activity in the particular part of the day.

PHYSICAL DEMANDS:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Hearing and speaking to exchange information in person and on the telephone; seeing to read, prepare, and proofread documents, perform assigned duties; sitting for extended periods of time; dexterity of hands and fingers to operate a computer keyboard and other office equipment; kneeling, bending at the waist, and reaching overhead, above the shoulders and horizontally, to retrieve and store files and supplies; lifting light objects.

Licenses, Certifications, Bonding, and/or Testing Requirements:

- Criminal Justice Fingerprint Clearance
- Valid California Driver's License
- Tuberculosis Clearance

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Reports to: Manager of Technology Services

Work Year: 12 months

Salary Placement: 44.0

Evaluation: Performance of this position will be evaluated in accordance with the provisions of the Board's Policy on Evaluation of Classified Personnel and the Teamsters Negotiated Agreement

Board Approved: April 12, 2016