

Bass Lake Joint Union Elementary School District

CLASS TITLE: Confidential Technology Support Technician

BASIC FUNCTION:

Under the direction of an assigned supervisor, perform a variety of technical and resource services in the installation, operation, configuration, repair, maintenance, and diagnosis of computer hardware and software and inter-networking hardware and peripheral equipment; provide technical user support assistance; install, troubleshoot, maintain, and repair local and wide area network cabling to provide user connectivity, support, and assistance; perform a variety of technical duties in the installation, maintenance, and repair of telephone systems, voicemail systems, and related equipment.

Support district technology initiatives including the support of student information systems, educational curriculum implementations and web based technologies for student testing.

REPRESENTATIVE DUTIES:

ESSENTIAL DUTIES:

Confidential Security of Student and Staff information: Due to the changing technologies and reporting requirements, this position will be required to securely administer, modify and submit reports using student information systems, web based technologies at the direction of the Superintendent or designee. This information will include detailed student and employee information covered by FERPA, HIPPA and other federal and state laws.

Troubleshoot network problems involving routing, communications, connectivity, network operating systems, printing, mass storage servers, print servers, memory management, and other applications; conduct appropriate diagnostic testing on computers utilizing appropriate diagnostic tools.

Install, configure, repair, and maintain a variety of complex, multi-vendor hardware and software in a network and stand-alone environment including terminals, printers, monitors, hard and SST drives, network interface cards and other servers, terminal connections, switches, cables, routers, hubs, and other hardware; install appropriate network software; assemble computers and printers for networking.

Perform a variety of network administration activities including establishing and maintaining user accounts, e-mail accounts, Internet connectivity, back-ups, domains and workgroups, intranet, and designated programs and systems.

Monitor network activity including servers, computers, switches for viruses, spyware, hackers, and other matters; assure proper back up of computer systems according to established procedures and guidelines.

Perform a variety of technical duties in the installation, maintenance, and repair of telephone systems, voicemail systems, and related equipment; program and maintain telephones, voicemail

boxes, and system features.

Inspect and troubleshoot telephone systems, cabling, and related devices and equipment; diagnose and repair malfunctions and failures; maintain voicemail and system user data base; perform back-ups.

Install, maintain, repair telephone network infrastructure including cabling, connectors, and terminations; add and relocate new or existing telephone systems; relocate existing telephone lines as needed.

Provide technical information to departmental staff, other departments, sites, and end users; provide training and support in the proper use of installed software systems; provide network solutions to virus attacks as assigned; respond to questions or problems in person or on the telephone.

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

Operate assigned computer hardware and software systems, and various printers, hard drives, cables and connectors, and other tools as assigned; drive a vehicle to various sites to conduct work.

Communicate with various management personnel, school personnel, and staff to coordinate activities, exchange information, and resolve issues and concerns; communicate with various vendors to discuss warranties and service contracts and make arrangements for repairs or replacements as needed.

Provide assistance and support to computer-related classes, labs, and training activities including setting up computers, laptops, projectors, network, power cables, and related equipment.

As determined by district and site administration, meet to discuss short term and long term technology objectives.

OTHER DUTIES:

Order computer, network, and telecommunications parts or accessories as needed.

Attend meetings and maintain current knowledge of technological advances in the field.

Perform related duties as assigned.

KNOWLEDGE AND ABILITIES:

KNOWLEDGE OF:

Hardware and software applications utilized including Windows-based and Macintosh operating systems.

Applicable types of cabling systems and network design.

Current methods, practices, and procedures involving the use of computer technology and related equipment.

LAN and WAN theory, usage, implementation, troubleshooting, and terminology.

Methods, materials, and equipment used in the installation, maintenance, and repair of telecommunications equipment and related 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.

Recordkeeping techniques.

Internet connectivity, access, search, and downloading techniques.

Student Information Systems, Web based technologies

ABILITY TO:

Perform technical work in the installation, operation, maintenance, repair, and diagnosis of personal computers and networks.

Provide technical user support assistance including training in the use of computers and peripheral equipment.

Analyze, define, and correct problems with data systems and associated components.

Perform a variety of technical duties in the installation, maintenance, and repair of telephone systems, voicemail systems, and related equipment.

Prepare and maintain reports and related records.

Troubleshoot and resolve network problems in a timely manner.

Operate and properly care for tools, equipment, and materials used in the diagnosis and installation of computers and peripheral 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 timelines.

Work independently with little direction.

Estimate time and material costs.

Maintain current knowledge of technological advances in the field.

Type or input data at an acceptable rate of speed.

EDUCATION AND EXPERIENCE:

Any combination equivalent to: two years of college level course work in computer science, information systems, or related field and two years experience in network maintenance, installation and repair.

LICENSES AND OTHER REQUIREMENTS:

Valid California Class C driver's license.

WORKING CONDITIONS:

ENVIRONMENT:

Indoor environment.

Driving a vehicle to conduct work.

PHYSICAL DEMANDS:

Dexterity of hands and fingers to operate a computer keyboard and assigned tools.

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. (Up to 60 lbs)

Reaching overhead, horizontally, and above the shoulder to install cables and wires.

Climbing ladders.