

PALISADES CHARTER HIGH SCHOOL

CLASS TITLE: TECHNOLOGY SUPPORT SPECIALIST II

BASIC FUNCTION:

Under the direction of the Information Technology Team 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; analyze, define and correct problems with assigned systems and associated components; install, troubleshoot, maintain and repair local and wide area network cabling to provide user connectivity, support and assistance.

DISTINGUISHING CHARACTERISTICS:

The Technology Support Specialist II is the senior level position in the series. Incumbents provide end user support for mixed platform classroom environments, support for more complex technology equipment and network troubleshooting. The Technology Support Specialist I is the entry level position in the series. Incumbents provide end user support, cart delivery and tech support, as well as repair of iPads and other mobile devices.

REPRESENTATIVE DUTIES:

ESSENTIAL DUTIES:

Provide helpdesk support for troubleshooting and repairs of classroom and office workstations.

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 floppy 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.

Provide technical information to departmental staff, other departments and sites and to 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.

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Communicate with various management personnel, school personnel and staff to coordinate activities, exchange information and resolve issues and concerns.

OTHER DUTIES:

Participate in development and implementation of strategies and designs for enhancement of data communications including upgrades to network hardware and software; participate in designing and maintaining databases, forms and reports.

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 Apple 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.

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.

Record-keeping techniques.

Internet connectivity, access, search and downloading techniques.

ABILITY TO:

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

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

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.

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EDUCATION AND EXPERIENCE:

Any combination equivalent to: graduation from high school supplemented by college-level course work in computer science, information systems, or related field and three years experience in network maintenance, installation and repair.

LICENSES AND OTHER REQUIREMENTS:

Valid California driver's license.

WORKING CONDITIONS:

ENVIRONMENT:

Indoor and outdoor 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.
Reaching overhead, horizontally and above the shoulder to install cables and wires.
Climbing ladders.