

PALISADES CHARTER HIGH SCHOOL

CLASS TITLE: TECHNOLOGY SUPPORT SPECIALIST I

BASIC FUNCTION:

Under the direction of the Information Technology Team Supervisor, install, maintain and repair computer equipment, peripherals, and networks to prevent service interruption; instruct personnel in the operation of computers, peripherals, and related equipment.

DISTINGUISHING CHARACTERISTICS:

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. 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.

REPRESENTATIVE DUTIES:

ESSENTIAL DUTIES:

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

Install, maintain and repair computer equipment and related peripherals; review and prioritize work orders.

Install, configure and assist in the use of various operating systems and software applications; troubleshoot and resolve software and hardware related problems.

Install networks and related equipment; assist schools in the implementation of networks; install hubs, wiring and cables to buildings through walls, attics, and rooftops; install switch decks or hub and set up computers and peripheral equipment.

Provide instruction to personnel in the operation and care of assigned equipment and software; assist schools with the selection and installation of software.

Provide recommendations of replacement and upgrades of operating systems and software; perform upgrades on older computer equipment; maintain records of equipment and malfunctions.

Drive a vehicle to sites to conduct work; maintain related logs and inventory records; prioritize and respond to emergency service calls.

Operate a variety of hand and power tools; perform equipment tests using specialized equipment.

OTHER DUTIES:

Assist other departments on special projects as assigned.

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Perform related duties as assigned.

KNOWLEDGE AND ABILITIES:

KNOWLEDGE OF:

Computer hardware systems, software applications and languages utilized.
Materials, methods and tools used in the operation and repair of computer and network systems.
Record-keeping techniques.
Technical aspects of field of specialty.
Oral and written communication skills.
Laws, rules and regulations related to assigned activities.
Inventory methods and practices.
Proper methods of storing equipment, materials and supplies.

ABILITY TO:

Perform skilled work in the repair, maintenance and installation of a variety of computerized equipment and peripherals.
Provide technical assistance to computer systems users.
Troubleshoot and repair basic system malfunctions and maintain system operation.
Research, analyze and recommend new system software and hardware.
Make routine equipment adjustments and perform routine maintenance.
Communicate effectively both orally and in writing.
Prioritize and schedule work.
Maintain records and prepare reports.
Work cooperatively with others.
Plan and organize work.
Operate a vehicle to conduct work.

EDUCATION AND EXPERIENCE:

Any combination equivalent to: graduation from high school supplemented by college-level course work in computer science or related field and two years experience in the installation, maintenance and repair of computer systems, peripherals and related equipment.

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 hand tools, computer keyboards and other assigned equipment.

Reaching overhead, above the shoulders and horizontally.

Climbing ladders and working from heights.

Sitting or standing for extended periods of time.

Lifting and carrying moderately heavy equipment.

Bending at the waist, kneeling or crouching.

Seeing to perform computer repair duties.

HAZARDS:

Working at heights.

Working in a cramped or restrictive work chamber.