

COMPUTER SUPPORT TECHNICIAN

DEFINITION:

Under the direction of the Network Supervisor this individual provides first-level technical services and support to district technology end-users; deliver, setup, and demonstrate use of end-user technology (computing devices, peripherals, equipment, and software applications; perform a variety of tasks relative to assigned area of responsibility; staff the District's help desk calling system; on occasion receives functional and technical input from upper-level technical staff.

Distinguishing Characteristics:

The Computer Support Technician (CST) is mainly responsible for supporting end-user devices and associated peripherals. Current end-user devices include computer laptops/desktops, VoIP phones, smart phones, tablets, and large screen computing/display devices. Associated peripherals include printers, scanners, webcams, headphones, and external storage devices. The CST is also responsible for supporting standard end-user office applications like Microsoft Office, Office 365, Internet Explorer, and Chrome. CSTs may sometimes be called upon to assist team members with technology projects, including hardware and software rollouts, deployments, application/operating system upgrades, as well as new technology implementations.

EXAMPLE OF DUTIES – *(Incumbents may perform any combination of the essential functions shown below (E). This position description is not intended to be an exhaustive list of all duties, knowledge or abilities associated with this classification but is intended to accurately reflect the principal job elements.)*

Provide technical assistance to technology users in the use of end-user computing devices, related peripherals, equipment, and software applications for curriculum and business operations; troubleshoot problems pertaining to them. (E)

Assist users in understanding and abiding by the policies and procedures related to the use of equipment, applications, and network resources. (E)

Assist in maintenance of security procedures and policies for end-user computing devices, related peripherals, software applications, and associated intellectual/confidential data files. (E)

Deliver, install, troubleshoot, repair and/or support the operation of computing devices, audio-visual/multi-media equipment, peripheral equipment, and networks as necessary for all assigned areas.(E)

Pick up and perform preventive maintenance on computing devices or technology equipment as needed. (E)

Assist in the installation, configuration, and optimizing of network resources; modify physical networks and software specific configurations in the computer lab, or specific computing devices. (E)

Train and provide guidance to other Computer Support Technicians as needed. (E)

Installation of base computer images. (E)

Provide technical support and assistance to network users via Help Desk. (E)

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Wipe of system hard disk drives and disposition of decommissioned computer systems and units. *(E)*

Maintain regular and prompt attendance in the workplace. *(E)*

Perform related duties as assigned.

QUALIFICATIONS:

Knowledge of:

- Technical support methods and techniques for supporting computing devices and peripherals.
- Data processing techniques, networking, operating systems, peripheral equipment, multi-media equipment, and software as used in the district.
- Operational characteristics of various computing devices, audio-visual/multi-media equipment, operating environments, image scanning, and streaming technologies over the district IP network.
- Desktop computer software applications use in the district in curriculum or business operations.
- Operational hazards and standard safety precautions.
- Telephone technique and etiquette.
- Oral and written communication skills.
- Correct English usage, grammar, spelling, punctuation and vocabulary.
- Interpersonal skills using tact, patience and courtesy.
- Organizational skills and public relations techniques.
- Modern office practices, procedures and equipment.
- Safety measures and precautions.
- Proper methods of storing equipment, materials and supplies.
- Basic purchasing procedures, terminology and inventory control and warehousing methods and procedures.
- Methods and techniques for tracking and managing services calls, tickets, and/or requests.

Ability To:

- Provide technical support services to all users of various level of computer literacy.
- Install, troubleshoot, repair (to some degree), and/or support personal computers computing devices, mobile devices, multi-media, audio-visual and associated peripheral equipment.
- Provide basic instruction and assistance to end-users in both hardware and software applications.
- Demonstrate the proper use and operation of assigned equipment.
- Set priorities and follow up on work assignments.
- Organize work schedule, set priorities, and follow up on work assignments.
- Prepare clear and concise end-user documentation.
- Understand and follow oral and written instructions.
- Complete work with many interruptions.
- Establish and maintain effective working relationships with those contacted in the course of work.

Education and Experience:

Any combination of education, training, and/or experience equivalent to: AA/AS in Technology, Computer Information Systems or comparable major. A minimum of two (2) years' experience in technical support position in a technical computer/network environment.

LICENSES AND OTHER REQUIREMENTS:

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- Valid California Class C driver's license.
- Valid First Aid and CPR certificates must be obtained within sixty (60) days from date of hire

WORKING CONDITIONS:

Environment:

Office and school environment.

Driving a vehicle to conduct work as required by the position.

Physical Demands:

Employees in this position must have/be able to:

- Enter data into a computer system and operate standard office equipment.
- Hear and understand speech at normal levels and on the telephone with or without hearing aids.
- See and read a computer screen and printed matter with or without vision aids.
- See, hear and speak with/without assistive devices sufficient to communicate effectively with others.
- Sit for extended periods of time.
- Bend at the waist.
- Reach overhead, above the shoulders and horizontally
- Forceful grasping sufficient to install equipment.
- Push/pull up to 25 lbs.
- Lift/move equipment weighing up to 25 pounds using safe and proper methods and/or equipment, from ground level to up to level of 3 feet; to a distance of up to 50 feet.
- Bend at the knees for proper lifting technique.
- Occasionally kneel, crouch and/or stoop for short periods of time.