

IT SUPPORT TECHNICIAN

DEFINITION

Installs computing systems, diagnoses basic technology related problems and troubleshoots hardware and software malfunctions at local sites.

TYPICAL DUTIES

Installs and tests computers and related devices on a local area network.
Installs commercial off the shelf software.
Inspects and diagnoses hardware malfunctions.
Troubleshoots hardware and commercial off the shelf software problems, mobile computing device hardware, software applications and peripheral devices.
Assists in establishing local site guidelines for and implements software security programs in accordance with District policies.
Diagnoses and repairs basic technology related problems throughout a campus; contacts the Information Technology Division (ITD) regarding issues such as mobile computing, SIS/ISIS, local area networks, intrusion alarms, PA/Intercommunication systems, and telephone systems.
Refers complex mobile device issues, such as warranty, policy, or procedural concerns to ITD.
Sets up technology/computer labs, mobile computing carts, and mobile devices.
Assists with set up and activation of student and staff single sign on accounts and creates and maintains user groups on the local network server.
Acts as a resource in technology-related matters.
Addresses connectivity problems to make sure computing devices and peripherals are properly connected to the local area network.
Verifies and identifies CAT 5 cable labeling.
Reports repair and service needs to ITD and other service providers in accordance with District policies.
Provides first level support for operation to personal computer, mobile device, and peripheral equipment operation users.
Maintains site inventory of technology hardware and software licensing; including ensuring hardware is logged, stripped and secured prior to disposal or return to vendor.
Assists in ordering technology related supplies.
May diagnose local server and local network communication problems.
May develop and maintain local computer lab schedules.
Maintains a repair log to track repairs by component, serial number, and model number.
Refers major hardware issues to vendor services personnel for repair or replacement.
May support multiple sites.
May assist school administrators with maintaining an online presence, such as webpages and social networking sites as needed.
Performs related duties as assigned.

DISTINGUISHING CHARACTERISTICS AMONG RELATED CLASSES

An IT Support Technician generally reports to a local site and installs and maintains computing systems, replaces malfunctioning components, and refers major hardware or software problems to service personnel.

An IT Field Services Technician I installs, configures, and analyzes problems of desktop and laptop computers and software, and performs maintenance, service and repairs desktop and laptop computers and related peripherals.

An Information Technology Support Assistant performs routine tasks associated with the installation of computers, such as copying programs, running check programs, verifying accuracy of inventory records, printing labels, and exchanging storage media and installing revised programs in computers at school sites.

SUPERVISION

General supervision is received from a higher-level supervisor or an administrator. No supervision is exercised.

CLASS QUALIFICATIONS

Knowledge of:

- Principles of software and hardware installation
- Hardware mechanical functioning, basic electronics, and tools used in the maintenance and simple repair of computer equipment
- Computing systems using Windows OS, Apple OS, iOS Android and Chrome
- Basic concepts of static web design
- Network access, including wireless, 3G and 4G
- Software applications for mobile devices
- Mobile device management and mobile access management technologies
- Internet, software and security applications

Ability to:

- Analyze and diagnose simple malfunctions of hardware and software; perform required repairs
- Learn the characteristics of new types and models of computers and peripheral equipment
- Maintain effective working relationships with District personnel and service
- Communicate effectively, both orally and in writing.
- Carry out written and oral directions; read and follow logic diagrams and schematics
- Work independently; multitask and function in a fast-paced environment with frequent changes and multiple deadlines
- Maintain basic web pages

Special Physical Requirement:

- Safely lift and carry objects weighing up to thirty-five pounds

ENTRANCE QUALIFICATIONS

Education:

- Graduation from high school or evidence of equivalent educational proficiency.

Experience:

Six months of experience primarily involving the installation, set up, or maintenance of networked personal computers and other computing devices. The following may substitute for the required experience: completion of one post high school education program course in information technology, or possession of one of the following certifications in any level: A+ certification, Apple ACSP, or Microsoft Fundamentals Certification.

Special:

A+ certification preferable.

A valid California Driver License may be required for some positions.

Use of an automobile may be required for some positions.

This class description is not a complete statement of essential functions, responsibilities, or requirements. Entrance requirements are representative of the minimum level of knowledge, skill, and /or abilities. To the extent permitted by law, management retains the discretion to add or change typical duties of a position at any time, as long as such addition or change is reasonably related to existing duties.

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