IT SUPPORT TECHNICIAN	
DEPARTMENT/SITE: TECHNOLOGY	**SALARY SCHEDULE:** Classified Salary Schedule (Group 1/Group 15) **LEVEL:** Range 53 **WORK YEAR:** 12 Months
REPORTS TO: CHIEF TECHNOLOGY OFFICER	**DATE CURRENT JOB DESCRIPTION APPROVED:** Board of Trustees effective:.......August 12, 2021

JOB GOAL/PURPOSE:

Under the supervision and direction of the Chief Technology Officer, to serve as the primary support for technology through the installation, configuration, maintenance, troubleshooting, diagnosis and repair of computer hardware, software, systems and network connectivity. The incumbents in this classification provide the school community with reliable, functioning technology which directly supports student learning.

DISTINGUISHING CHARACTERISTICS

The IT Support Technician is responsible for the installation, basic configuration, maintenance, troubleshooting, diagnosis and repair of computer hardware, software, systems and network-connected devices. This includes other technology systems and devices such as the District's telephone system, printers, projectors, copiers, audio-visual, etc. This is a first-line technical resource for school sites and departments. Positions in this class configure and maintain a variety of multi-platform computers and peripheral equipment.

ESSENTIAL FUNCTIONS, TASKS AND DUTIES:

- Provide software and hardware technical support to all staff and students.
- Perform hardware setups, software installations, and configurations for computer systems and peripherals.
- Tutor individuals and small groups; assist in the installation of maintenance of the local area network for the purposes of maintaining reliable data communication services.
- Diagnose and resolve problems and malfunctions using test programs and equipment.
- Assist students and staff in the use of instructional materials.
- Assist computer instruction staff and assistants in hardware and software setup.
- Assist in network configuration modifications; assist staff in providing appropriate instruction to students, including assisting classroom teachers in planning and implementing the technology education program.
- Provide technical and training support.
- Maintain workspace in a clean and orderly condition.
- Preview hardware and software and be able to recommend the purchase of new and replacement hardware

and software.
- Operate computers, monitors, and audio-video systems and devices (e.g., microphones, mixers, playback and recording devices) and other peripheral equipment; perform repairs
- Make group and formal presentations.
- Perform other functions, duties and tasks related to this class as assigned.

JOB QUALIFICATIONS /REQUIREMENTS:
(*At time of application*.)

Knowledge of:
- Troubleshooting, repair, and maintenance procedures for computer systems, software and peripherals
- Basic instructional methods and techniques
- Safe practices in school environment
- Knowledge of how remote network management operations and techniques, Internet access, management and use of computer software can be used to enhance learning
- Correct English usage and grammar
- Interpersonal skills using tact, patience and courtesy
- Record-keeping practices and techniques
- Device management systems and remote access software

Skills:
- Safe, effective and efficient use of hand and power tools typically used in repair and maintenance of computer equipment
- Use of service request system
- Prioritize work, projects, requests
- Keyboard accurately at an acceptable rate of speed

Ability to:
- Troubleshoot and repair hardware to the component level on computer systems and peripherals
- Diagnose and repair software problems on computer systems, peripherals, and networks
- Tutor and demonstrate diagnostic and maintenance techniques;
- Develop, maintain, and update maintenance, licensing, and inventory records utilizing a database
- Work with minimal supervision
- Develop written communication for both adults and students
- Maintain confidentiality
- Follow written and oral instructions
- Communicate effectively with students and adults
- Work with community members
- Prioritize requests and respond appropriately to emergency requests
- Serve as a positive role model for student in language, appearance and attitude
- Work effectively with strict timelines, numerous contacts and the necessity of accuracy

EDUCATION REQUIRED:

Graduation from a 4-year college with a Bachelor's Degree in Computer Science or a related field or graduation from an accredited technical school with a major emphasis in network support or computer systems repair. Additional qualifying experience may be substituted for the required education on the basis of one (1) additional year of experience for each 24 semester units (45 quarter units).

EXPERIENCE REQUIRED:
At least one (1) year of full-time, paid experience working as a computer repair technician. Experience as an authorized/certified Apple Repair Technician is desirable as is experience in a K-12 school-based instructional program or in a recreational program for school age children.

LICENSE(S) REQUIRED:
- Possession of a valid California driver's license and remain insurable at the District's standard insurance market rate. Current DMV report.

CERTIFICATIONS AND TESTING REQUIRED:
- Pass the District's applicable proficiency exam (e.g., written test, oral interview, and/or work sample) for the job class with a satisfactory score.
- After offer of employment, obtain:
    - Criminal Justice and FBI Fingerprint Clearance
    - Negative pre-employment drug screen test at District's expense
    - Pre-employment physical exam at District's expense
    - Negative TB test result plus periodic post-employment retest as required (currently every four years)

WORK ENVIRONMENT/PHYSICAL DEMANDS:
(*Must be performed with or without reasonable accommodations*)
- Work is primarily indoors in a computer lab, a school site, an office environment and occasionally requires sitting for extended periods
- Lift and move equipment and other objects weighing up to 50 pounds
- Dexterity of hands and fingers to operate a computer keyboard and other office equipment and maintain paper files and documents
- Use hands and fingers to grasp, hold and manipulate objects
- Kneeling, bending at the waist, sitting, squatting, crawling, stretching and reaching overhead, above the shoulders and horizontally to retrieve and store files and supplies
- Climb ladders
- Hearing and speaking to exchange information in person or on the telephone
- Visual acuity to see/read documents and computer screen
- Frequent operation of a personal vehicle, and occasional operation of a District vehicle, to travel within and outside the district for meetings, training sessions and assisting staff at school sites
- Exposure to intermittent noise and interruptions typical of a school environment
- Potential for contact with bloodborne pathogens and communicable diseases