

INFORMATION TECHNOLOGY (IT) SUPPORT TECHNICIAN

JOB SUMMARY

Under the direction of the Director of Information Technology, the Information Technology (IT) Support Technician performs a variety of technical duties involved in the installation, configuration, maintenance, troubleshooting, diagnosis and repair of computer hardware, software, systems and network-connected and multimedia peripherals.

ESSENTIAL FUNCTIONS

- Provides technical support to users with computer hardware and software problems and in the proper operation of services and systems.
- Diagnoses and repairs computer hardware and software.
- Receives, unpacks, inventories, and physically installs and connects various plugs and wires for network-connected and multimedia peripherals.
- Trains and orients staff in the proper use of technology resources.
- Provides ongoing updates to staff on the progress of their work orders and projects.
- Provides support to and works collaboratively with the Network Technicians.
- Documents hardware, software and network systems installations and changes.
- Attends educational seminars and meetings and conducts research to keep current on changes in technology and makes recommendations to improve District systems and operations.
- Performs other directly-related job duties as assigned.

KNOWLEDGE OF:

- Current practices in the operation and support of computers, local area networks, operating systems and other network-connected or multimedia peripherals.
- Basic math, including calculations using fractions, percents and/or ratios.

ABILITY TO:

- Install, configure, maintain, diagnose, troubleshoot and repair of computer hardware, software, systems, network-connected and multimedia peripherals.
- Communicate effectively both orally and in writing.
- Convey technical information to others.
- Read and understand technical manuals and procedural documentation.
- Train and orient users in person and remotely.
- Keep current with emerging technologies.
- Work under limited supervision.
- Document procedures and completed assignments.
- Schedule, coordinate, and communicate information regarding meetings and activities with other staff.
- Adapt to changing work priorities.
- Maintain confidentiality of sensitive and privileged information.
- Determine appropriate actions to take within clearly defined guidelines.
- Establish and maintain cooperative working relationships with others.

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- Plan, prioritize and organize work orders, meeting schedules and timelines.
- Work with a diversity of individuals.

EDUCATION AND EXPERIENCE

Job-related education and experience which demonstrates the knowledge and ability necessary to perform the essential job duties. Typical qualifying education and experience would include graduation from high school or equivalent supplemented by technical courses and a minimum of one year of technical support work experience.

DISTINGUISHING CHARACTERISTICS

The Information Technology (IT) Support Technician is a classification within the Technology series. Positions in this series provide technical and progressively more responsible support as the series progresses.

The Information Technology (IT) Support Technician is responsible for the installation, basic configuration, maintenance, troubleshooting, diagnosis and repair of computer hardware, software, systems and network-connected multimedia and peripherals.

Differentiation between the Information Technology (IT) Support Technician and the position above is distinguished as follows:

The Network Technician plans, designs, configures and maintains security of networks and serves as a technical resource for the Information Technology (IT) Support Technician.

REQUIRED TESTING

Pre-employment testing and assessment is required to demonstrate the minimum qualifications for the position.

CERTIFICATES

Valid Class C or higher California Driver License and a California DMV H-6 Driving Report dated within 30 days of application.

CONTINUING EDUCATION/TRAINING

Participation in ongoing job-related training as assigned.

CLEARANCES

California Department of Justice (DOJ) and Federal Bureau of Investigation (FBI) background (fingerprint) clearance; pre-employment physical examination including tuberculosis (TB) and drug screen clearances.

WORKING ENVIRONMENT

This assignment requires the ability to travel to and from District work sites to perform assigned duties on a regular basis. In addition, the usual and customary methods of performing the job functions require

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the physical demands outlined below. All requirements are subject to possible modification to reasonably accommodate individuals with a disability.

Physical Demands: Frequency Definitions Based on an 8-Hour Day:

Never = 0%

Seldom = 1-10% (<45 minutes)

Occasionally = 11-33% (up to 3 hours)

Frequently = 34-66% (up to 6 hours)

Continuously = 67-100% (more than 6 hours)

Seldom	climbing/balancing, twisting back, lifting 11-25 lbs. at waist height, carrying 11-25 lbs. up to 25 feet
Occasionally	stooping/bending, squatting/crouching, pushing and pulling, reach above shoulder, reach at shoulder, kneeling, walking, standing, lifting up to 10 lbs. overhead or at shoulder height, carrying up to 10 lbs. up to 25 feet
Occasionally/Frequently	handling/simple grasping, sitting, neck flexation/rotation, fingering/fine manipulation, reach below shoulder

AUDITORY OR VISUAL REQUIREMENTS

Auditory ability to communicate with students, staff, parents, phones; respond to safety bells and emergencies. Vision ability to see near, distant, color, depth and peripherally.

ENVIRONMENTAL CONDITIONS

Exposure to dust.