

SAN DIEGO COUNTY OFFICE OF EDUCATION
Personnel Commission

CLASS TITLE: COMPUTER SUPPORT TECHNICIAN, Grade 52

DEFINITION:

Under general direction, delivers, installs and supports technology resources including computer hardware and software; provides daily technical support and assistance for various technology resources in a large network environment.

REPRESENTATIVE DUTIES:

This position description is intended to describe the general nature and level of work being performed by the employee assigned to the position. This description is not an exhaustive list of all duties, responsibilities, knowledge, skills, abilities and working conditions associated with the position. Incumbents may be required to perform any combination of these duties. All requirements are subject to possible modification to reasonably accommodate individuals with a disability.

ESSENTIAL FUNCTIONS:

Complete requests for computer repairs.

Install and configure off-the-shelf application software and specialty software as requested.

Distribute and install computer equipment and other peripherals.

Install and configure driver software for peripherals.

Compiles and maintain all records related to equipment use, location and maintenance required in the preparation of budget items for departmental use.

Confer with users on system operational malfunctions and determines corrective action or steps.

Test and modify software applications prior to user utilization.

Assist in the installation of enhanced software applications.

Troubleshoot system malfunctions in order to recommend repair and/or replacement.

Perform major or minor adjustments and repair to equipment as necessary.

Report major software, services, network, and system malfunctions to designated technical support personnel.

Coordinate repair work sent to contracted repair organizations.

Modify existing and new forms, reports and other documents as designed by Administration for uniform system/user application.

May work directly with teachers and staff in demonstrating or assisting in technology utilization at multiple school district and SDCOE sites.

Non-Essential Functions:

Performs related duties as assigned.

CREDENTIALS, CERTIFICATES, LICENSES OR OTHER REQUIREMENTS:

None

EDUCATION AND EXPERIENCE:

Training, and experience which clearly demonstrates possession of the knowledge and abilities detailed below. A minimum of two (2) years of experience in computer hardware repair support is required. Experience in a school environment desired. Apple or A+ certification or equivalent) may be substituted for one (1) year of experience.

KNOWLEDGE AND ABILITIES:

KNOWLEDGE OF:

Computers, peripherals, operating systems, and software applications in a network environment;

General knowledge of common word processing techniques and business software applications, such as Microsoft Word, Works, Excel, PowerPoint;

Curriculum support applications such as Accelerated Reader, NWEA MAPS, and Compass Learning;

Principles and concepts of hardware installation required to operate a stand-alone or multi-user system;

Safety procedures due to potential hazards from exposure to high voltage.

ABILITY TO:

Perform repairs on computers and related peripheral equipment;

Perform hardware and software trouble analysis and determine level of repair service required; Communicate effectively with all levels of staff;

Keep accurate records and schedules on many hardware and software items;

Work under the pressure of short deadlines on user needs related to system malfunctions or operator error;

Prioritize work schedule to meet high volume workload;

Troubleshoot, analyze and resolve problems;

Meet schedules and timelines;

Communicate effectively both orally and in writing;

Work independently and as a member of a team; establish effective working relationships with those contacted in the course of work;

Exercise appropriate judgment in making decisions;

Demonstrate attendance sufficient to complete the duties of the position as required.

WORKING CONDITIONS & PHYSICAL ABILITIES:

Duties are performed in an office setting. Requires travel to and from school district and school locations. Must be able to hear and speak to exchange information; see to perform assigned duties; sit for extended periods of time; possess dexterity of hands and fingers to operate a computer keyboard and other equipment; kneel, bend at the waist, and reach overhead, above the shoulders and horizontally, to retrieve and store files; lift light objects.

Established	Approved by Personnel Commission	Revised	FLSA Status	Salary Grade
12/10	July 27, 2011	7/11, 2/13; 5/16; 9/18	Non- Exempt	52