



SAN DIEGO COUNTY OFFICE OF EDUCATION
Personnel Commission

CLASS TITLE: **Technology Center Support Analyst**

DEFINITION:

Plans, organizes, provides technical support, and maintains the transmission of audio, video and data resources of all SDCOE Technology Centers; installs, configures and maintains related equipment; monitors and ensures the proper functioning of Technology Centers and other SDCOE events; plans, coordinates tests, and implements multiple video, audio and computer technologies: develops and maintains maintenance schedules and participates in the maintenance and repair of all related equipment; serves as a lead to other staff members.

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:

Prepares and ensures room and lab setups for workshops, conferences and meetings held in a regional technology center or other remote SDCOE event.

Oversees and ensures the connectivity and proper functioning of the network and all equipment during JRRTC events, analyzes problems and efficiently and effectively implements solutions.

Serves as a technical problem-solving resource during all center events.

Installs appropriate software and hardware, and maintains proper functioning of computer lab software, hardware and peripheral equipment.

Operates and maintains automated audiovisual systems via a variety of remote control technologies.

Sets up and maintains a variety of multimedia and video conferencing equipment.

Routes audio, video and data sources for transmission to desired output locations.

Serves as lead for Technology Center Support Technicians, (and others acting in a similar capacity), including but not limited to training, troubleshooting, and adopting and executing more efficient technologies.

Plans, organizes and maintains the transmission of audio, video and data resources of the Technology Centers.

Installs, configures, operates, maintains and repairs control room equipment including a variety of audio, video and data equipment.

Recommends and implements enhancement, improvements or changes as required.

Works closely with SDCOE Technology Centers and ITV staff to plan, develop and produce point-to-point and multi-point video conferences using all major protocols.

Plans, coordinates and implements the setup and testing of video conferencing systems with all sites involved, and ensures appropriate configuration and compatibility of related hardware and software.

Meets with clients to assist in determining technology needs and uses appropriate for presentations.

Operates and demonstrates a variety of technology-related equipment to and for individuals and groups.

Develops and maintains maintenance schedules for all SDCOE Technology Center's equipment, and works with vendors to provide warranty work.

Recommends the purchase, repair and replacement of SDCOE Technology Center's equipment, as well as, productivity, educational and connectivity software, ensuring the compatibility of hardware and software.

Trains and assists student workers and other SDCOE Technology Centers, staff in the use of control room, video conferencing and other SDCOE Technology Centers equipment.

Conducts tours of the SDCOE Technology Centers for individuals and groups from SDCOE, school districts and public and private organizations.

Provides suggestions to instructional staff regarding the integration of technology into the classroom.

Provides technology training classes as needed for students, teachers, and administrators.

NON-ESSENTIAL FUNCTIONS:

Performs other related duties as assigned.

CREDENTIALS, CERTIFICATES, LICENSES OR OTHER REQUIREMENTS:

None

EDUCATION AND EXPERIENCE:

Education, training or experience which demonstrates possession of the knowledge, skills and abilities detailed above. An example of a typical qualifying background would include: completion of specialized training in LAN's and microcomputer operating systems, and substantial complex work experience with audio, video and data transmission, as well as video conferencing equipment. Experience must include installing, configuring, maintaining and repairing Macintosh and PC compatible microcomputer peripherals, operating systems and software in a network environment.

KNOWLEDGE AND ABILITIES

KNOWLEDGE OF:

Macintosh and PC compatible microcomputers

Peripherals, operating systems and software in a network environment

Principles and practices of software and hardware installation and repair
 Productivity, connectivity and navigational software
 Networking practices and procedures
 Operating systems and their requirements
 Principles and practices of audio, video and data resource maintenance and transmission
 Concepts and principles of video conferencing and related protocols

ABILITY TO:

Perform repairs on audio, video and data routing, as well as video conferencing equipment
 Stay abreast of emerging technologies
 Work under pressure and with short deadlines according to presenter needs related to hardware, software and network malfunctions and/or operator error
 Establish and maintain effective working relationships
 Work with minimum supervision
 Organize and prioritize work
 Exercise appropriate judgment in making decisions
 Demonstrate attendance sufficient to complete the duties of the position as required
 Complete routing tasks thoroughly, accurately and with attention to detail

WORKING CONDITIONS AND PHYSICAL ABILITIES:

Office setting. Driving a vehicle to conduct work.

Must be able to hear and speak to exchange information; see to perform assigned duties; sit or stand for extended periods of time; possess dexterity of hands and fingers to operate computer and other office equipment; kneel, stoop, bend at the waist, and reach overhead, above the shoulders and horizontally, to carry a variety of equipment; lift objects weighing up to 75 pounds.

DISTINGUISHING CHARACTERISTICS:

The position of Technology Center Support Analyst differs from that of Technology Center Support Technician, as the Analyst performs duties of a higher complexity supporting all SDCOE Technology Centers and common meeting spaces and serves as a technical resource to other staff members.

Established	Approved by the Personnel Commission	Revised	FLSA Status	Job Code	Salary Range
05/1999		06/2015	Non-Exempt		65