San Diego County Office of Education
Personnel Commission

TECHNOLOGY CENTER SUPPORT TECHNICIAN

Definition:

Under general direction, ensures room and computer lab setup in a regional technology center by installing and maintaining the proper functioning of software, hardware, peripheral, multimedia and video conferencing equipment; acts as a technical problem-solving resource during center events; operates and demonstrates a variety of technology-related equipment to individuals and groups; routes audio, video and data sources for transmission to desired output locations.

Typical Tasks:

Performs any combination of the following duties: prepares and ensures room and lab setups for workshops, conferences and meetings held in a regional technology center; 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 including but not limited to: Liveboards, Smartboards, document and digital cameras, projection units and audio devices; contacts event presenters/sponsors to verify materials, technical and setup needs; acts as a resource during center events to resolve hardware, software, network and connectivity problems; troubleshoots and diagnoses hardware, software, network and connectivity problems, performs minor repairs, reports major malfunctions to designated technical support person, and contacts vendors regarding warranty repairs; conducts tours of the center for individuals and groups from SDCOE, school districts, and public and private organizations; operates and demonstrates a variety of: microcomputer hardware and peripheral equipment; productivity, educational and connectivity software; and multimedia and video conferencing equipment; sets up, operates and demonstrates the multimedia management system by routing audio, video and data sources, via manual and automated routing switchers, for transmission to desired output locations; assists with researching, evaluating and recommending the modification, replacement or purchase of microcomputer peripheral, multimedia and video conferencing equipment, as well as, productivity, educational and connectivity software; presents software workshops and computer lab training for students, teachers and administrators; performs related duties as assigned.

Minimum Qualifications:	Knowledge of: the operation, maintenance and minor repair of Macintosh and PC compatible microcomputers and related peripherals; principles and concepts of software and hardware installation; the operation and maintenance of multimedia and video conferencing equipment; productivity, educational, connectivity and navigational software. Basic knowledge of networking and the Internet. Ability to: make effective technical presentations to individuals and groups; troubleshoot and assist others in the operation of microcomputers and related peripherals, multimedia and video conferencing equipment; troubleshoot and resolve network and connectivity problems; operate and maintain control room equipment including manual and automated routing switchers for audio, video and data transmissions; 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 with those contacted in the course of work; work with minimum supervision.
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. |
| Experience and Education: | Education, training or experience that demonstrates possession of the knowledge and abilities detailed above. An example of typical qualifying background would include: a minimum of two years experience working with a variety of computers, peripheral equipment and software packages. Such experience must include: troubleshooting and providing assistance for technical problem resolution, working with multimedia and/or video conferencing equipment, and presenting related technical information to others. |

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