CAPISTRANO UNIFIED SCHOOL DISTRICT
San Juan Capistrano, California

TECHNOLOGY SUPPORT SPECIALIST I

DEFINITION

Under general supervision, to provide technology support in the operation, maintenance and support of a computer network including all computers, software, and peripherals; install and configure personal computer equipment; install and configure necessary software applications; perform related work as required; provide assistance, direction and training to users and school site staff; work at various sites to troubleshoot problems with servers, network equipment, workstations, printers and software; communicate with District and site support staff on technical issues.

EXAMPLES OF DUTIES

The following duties are typical for this classification. Incumbents may not perform all of the listed duties and/or may be required to perform additional or different duties from those set forth below to address business needs and changing business practices.

1. Operates and maintains a variety of equipment including computers, printers, network servers, and other networking equipment.
2. Reviews hardware and software requirements.
3. Responds to hardware and software service requests.
4. Sets up and configures new and existing instructional and administration Windows and Macintosh computers.
5. Installs software on new and used Windows and Macintosh systems.
6. Provides desktop support services to maintain optimum system operations including preventative maintenance.
7. Troubleshoots computer and printer problems.
8. Performs preventative maintenance on hardware and software; performs basic hardware repair; may provide limited support and scheduling duties for the video distribution system.
9. Assists in the basic maintenance, upgrades, and security of the District's various Local Area Networks (LAN).
10. Installs and configures Microsoft and Apple servers for network placement.
11. Installs and configures networked applications.
12. Installs and performs basic configuration of network switches and hubs.
13. Troubleshoots and resolves basic network problems.
14. Maintains records on all computer installations and technology service requests; maintains equipment and software inventory.
15. Coordinates networking data wiring layouts and additions.
16. Works with vendors on software and hardware installations, troubleshooting, administration and maintenance.
17. Creates documentation and other technical documents.
18. May provide cell phone support for District staff; assists users with cell phone and PDA setup and troubleshooting.
19. May assist with the administration of the laptop program; configures, distributes, updates, and monitors laptops for District staff.
20. Provides assistance with District technology initiatives as needed.
21. Performs other related duties as required.

QUALIFICATIONS

Knowledge of:

Methods, tools and equipment used in the installation and service of hardware and software; Windows and Macintosh computer operating systems and Microsoft Office suite; current computer network

technology; basic industry-standard networking principles; basic understanding of networking protocols, hardware and technology; understanding of physical wiring standards including CAT-5 and fiber optics.

Ability to:

Install computers, printers and other peripheral devices; install and test software and hardware; assist with the maintenance and troubleshooting of network hardware and software; communicate clearly and concisely both oral and written; demonstrate good interpersonal skills to work with students, teachers, administrators, supervisors, co-workers and vendors; learn new skills to keep current with technology changes; instruct others in the use and care of computer technology and software; adapt to changing technologies and learn functionality of new equipment and systems; work with limited supervision; multi-task while maintaining patience and flexibility; manage time effectively between multiple sites; understand and carry out oral and written instructions; establish and maintain cooperative working relationships; comply with the District's customer service standards, as outlined in Board policy.

Education/Experience:

Any combination equivalent to: Completion of the twelfth grade supplemented by training and/or coursework in computer and network operations. Associates degree preferred but not required; and one year of computer related experience or any combination of experience and coursework in such areas as installation, configuration, troubleshooting, and repair of computer hardware, software and peripheral devices preferably in a networked environment. MCP/MCSE preferred but not required.

License/Certificate Requirement:

Possession of a valid California Driver's License.

PHYSICAL DEMANDS AND WORKING ENVIRONMENT

The conditions herein are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential job functions.

Environment: Work is performed primarily in a standard office setting.

Physical: Primary functions require sufficient physical ability and mobility to work in an office setting; to stand or sit for prolonged periods of time; to occasionally stoop, bend, kneel, crouch, reach, and twist; to lift, carry, push, and/or pull light to moderate amounts of weight; to operate computer equipment requiring repetitive hand movement and fine coordination including use of a computer keyboard; and to verbally communicate to exchange information.

Vision: See in the normal visual range with or without correction.

Hearing: Hear in the normal audio range with or without correction.

10/03
Revised 9/03;4/06;7/07