

USER SUPPORT SPECIALIST

DEFINITION

Under general supervision, provides first-level hardware and software technical support to school site and administrative personnel including classroom teachers and aides; query staff on various technological problems, analyze the responses and assist with the solution.

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. Provides hardware and software support to school site and administrative personnel in a professional manner; effectively communicate step by step instructions via the telephone and site visits.
2. Provides basic desktop support services to maintain optimum system operations including preventative maintenance.
3. Operates computers utilizing a variety of software applications to prepare documents incorporating text, graphs, and charts.
4. Maintains and updates various training, hardware, employee and customer databases.
5. Utilizes spreadsheets, database information, scanned objects, and graphics for word processing applications.
6. Maintains and updates a customer support (RADAR) database.
7. Provides telephone technical support to customers, including instructional and administrative personnel in a high volume help desk.
8. Assists with the computer installation process.
9. Assists with the receiving, inventory and asset database process
10. Organizes and prepares software application documentation.
11. Creates training certificates and surveys for personnel completing classes.
12. May train district personnel in the use of hardware and software.
13. Prepares training manuals and orders supplies.
14. Screens and schedules personnel into training classes.
15. Troubleshoots computer and printer problems via the phone, site visit, and remotely.
16. Maintains records on all technology service requests.
17. Maintains confidentiality in preparing privileged and sensitive materials.
18. Works with vendors on software and hardware troubleshooting, administration and maintenance.
19. Prioritizes and completes work within required deadlines.
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 support and service of hardware and software; Windows and Macintosh computer operating systems, Microsoft Office suite or other word processing, spreadsheet, desktop publishing and database management software; correct English usage, spelling, grammar, and punctuation; modern office methods, practices, and procedures; current computer technology; basic industry-standard networking principles; current help desk principles.

Ability to:

Operate a desktop computer operating system; type or enter data at a speed necessary for successful job performance; 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; troubleshoot basic network problems; 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; 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 operations or Microsoft Office Suite; two years recent experience providing customer support in a technology environment utilizing Windows and/or Macintosh hardware and software required; experience in a technology help desk or call center environment desired.

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.