CLASSIFICATION TITLE: *Technology Support Specialist II*   *Salary Range: 30*

DESCRIPTION OF BASIC FUNCTION AND RESPONSIBILITIES:
Under general supervision, to perform a variety of professional duties involved in installing, deploying, maintaining and troubleshooting software, computers, networked computer equipment and related peripherals; to provide instruction and assistance to staff in the use and operation of computer equipment and software; and to perform a variety of clerical duties as assigned such as: research, reaching out to vendors, data entry for department systems, department and vendor communications and other similar tasks

DISTINGUISHING CHARACTERISTICS:
Positions in this class are characterized by comprehensive computer and software expertise plus a good understanding of systems and device administration in a data networked environment. Also, positions are characterized by a strong degree of technical responsibility. The scope of job responsibility and expectations for problem solving and finding technical solutions is greater than for that of the Technology Support Specialist I positions.

DIRECTLY RESPONSIBLE TO:
Under the immediate supervision of the Director of Information Technology

SUPERVISION OVER:
None

ESSENTIAL DUTIES AND RESPONSIBILITIES:
(Any one position may not include all of the listed duties, nor do all of the listed examples include all tasks which may be found in positions within this classification.)

Technical Support:
Configures, installs and performs diagnostics on computers, software, devices, and related peripheral equipment including, but not limited to printers and scanners. Connects computers to local area networks and configures computers to access the network and Internet. Troubleshoots and maintains computer equipment; performs diagnostics on computers and devices to determine problem correction procedure; perform repairs of computers and devices; works with other dept staff to develop standard computer configuration for classroom and office computers. Completes documentation required for work order tracking, parts acquisition/billing and inventory, following current procedures and work practices.

Systems Administration & Network Support:
Performs limited server management and maintenance including but not limited to: Windows Active Directory and user account administration, mobile device management, computer imaging and deployment, installs applications, data backups, and troubleshoots problems. May assist in the maintenance of virtual server environments, associated storage, Local Area Networks (LANs), and Voice Over Internet Protocol (VOIP) telephony systems. Under supervision, troubleshoots and maintains the SCSOS network infrastructure; may perform and coordinate installation of additional data network cabling and or WiFi with school and district administrators and appropriate vendors. Perform maintenance and troubleshooting on varous wired and wireless communications equipment including but not limited to phones and other systems.

Customer Service:
Determines requirement for service by effectively communicating with teachers and staff. Conducts one-on-one or small group computer training for teachers and other staff members. Provides support and training to outside school districts or other agencies as directed; maintain accurate time log for billing. Attends and participates in staff meetings and in-service activities; attends workshops, conferences, and classes to increase professional knowledge; stays abreast of new technologies and software. Creates and maintains positive interactions and collaborates with students, staff, vendors, and community to improve services.

Other:
Perform related duties and responsibilities as required.

MINIMUM QUALIFICATIONS:

Education:
A.A./A.S. or higher in computer related studies ; plus 4- years of experience in computer/network maintenance; experience may substitute for higher education.

Training and Experience:
Three years experience in computer repair; experience in using a variety of software for personal computers and networks; experience in presenting training sessions. Experience in California K12 agencies is preferred.

License or Certificate:
Possession of, or ability to obtain a valid Class C California driver's license.

Knowledge of:
Computer hardware, electronics, and electrical principles; uses and operation of computers and peripheral equipment; basic Ethernet Switching equipment; basic knowledge of network operating systems, ethernet wiring standards and practices and basic network troubleshooting techniques;
database management, word processing, and electronic spreadsheet computer software applications;
user training principles and practices; basics/fundamentals of TCP/IP, routing, telecommunications, WAN operations and principles; recent developments, current literature related to information services, and sources of information regarding computer systems.

Ability to:
Operate a variety of highly technical computer equipment and related peripheral equipment; operate modern office equipment; learn the functions and procedures of assigned duties; learn new software products with and without formal training; read, interpret, and apply concepts found in complex technical publications, manuals and other documents; independently set up and operate computer systems and peripheral equipment; identify, analyze, and resolve computer systems and software malfunctions and procedural problems; teach adults to use computer applications; prepare and maintain accurate and complete records; understand and develop solutions to user technical problems; understand and follow oral and written instructions; communicate clearly and concisely, both orally and in writing; establish, maintain, and foster positive and harmonious working relationships with those contacted in the course of work.

Physical Requirements:
The usual and customary methods of performing the job's functions requires the following physical demands: lifting, carrying, pushing and/or pulling; some climbing and balancing, some stooping, kneeling, crouching; reaching, handling, fingering and/or feeling and ability to stand and walk for extended periods; manual dexterity to operate a telephone and enter data into a computer and operate power equipment within the scope of work; ability to appropriately lift and move objects up to 50 lbs; ability to sit at a desk, conference table or in meetings of various configurations for extended periods of time with or without reasonable accommodation; ability to see and read, with or without visual aids, laws and codes, rules, policies and other printed matter, and computer screens and printouts with or without reasonable accommodation; ability to hear and understand speech at normal room levels and to hear and understand speech on the telephone with or without reasonable accommodation; ability to speak in audible tones so that others may understand clearly in normal conversations, in training sessions, and other meetings with or without reasonable accommodation; when applicable, ability to determine and differentiate colors with or without reasonable accommodation; when applicable, ability to drive an automobile.

Adopted by County Superintendent of Schools: 7/8/21