

IMPERIAL COUNTY OFFICE OF EDUCATION

CLASS TITLE: TECHNICAL SUPPORT SPECIALIST I

BASIC FUNCTION:

Under the direction of an assigned administrator, perform a variety of technical duties involved in the installation, configuration, operation, maintenance, troubleshooting, diagnosis and repair of computer hardware, mobile devices, software, educational technologies and peripherals; provide technical support and assistance to technology users as needed.

DISTINGUISHING CHARACTERISTICS:

The Technical Support Specialist I is the technical-level classification in the series and performs a variety of technical duties involved in the installation, maintenance and repair of computer hardware, software, peripherals and basic network troubleshooting. Incumbents work under general supervision and provide assistance with technology projects at the County Office, supported school districts and public agencies. The Technical Support Specialist II is the advanced-level classification in the series. Incumbents perform independent and complex technology duties in support of computer and network systems and serve as a lead for more complex technology projects at the County Office, supported school districts and public agencies.

REPRESENTATIVE DUTIES:

ESSENTIAL DUTIES:

Install, configure and maintain computer hardware, software, communication equipment, mobile devices, educational technologies and peripherals to assure the reliable operation of computer equipment and systems; install, upgrade and update computer software and applications as needed.

Inspect, troubleshoot, diagnose and resolve hardware, software and basic network connectivity issues.

Provide on-site, on the phone or remote (remote desktop or equivalent) technical support and assistance to end users concerning the operation of computer systems, hardware and software. Answer end-user inquiries and provide informal one-on-one and group training on the use of technology equipment, software, and best practices.

Evaluate, prioritize and coordinate requests for service. Receive, respond, and close completed work orders. Document work requests, updates on progress and resolution via a ticket management system. Research, evaluate and provide recommendations on purchases of technology hardware and software; test software and applications to determine operational effectiveness and adaptability with systems.

Operate and setup a variety of computers, mobile devices, audio/visual equipment, servers, peripherals and educational software; utilize various meters, testers and hand and power tools

Perform basic systems administration activities including creating and maintaining user accounts, internet connectivity, malware removal and file recovery; enforce security policies and procedures and coordinate resolution to a site's technical issues.

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Communicate with personnel and various outside agencies to exchange information and/or resolve issues or concerns.

Provide basic server software and equipment maintenance such as adding and deleting user accounts, security permissions and installing software updates.

Conduct inventory of technology equipment, track surplus equipment and adhere to site's process of equipment disposal. Prepare and maintain various records and reports related to work orders, site technical notes, mileage and assigned activities.

Attend and participate in various meetings, in-services and seminars as assigned.

Maintain current knowledge of technological advances in computer hardware and software.

OTHER DUTIES:

Perform related duties as assigned.

KNOWLEDGE AND ABILITIES:

KNOWLEDGE OF:

Practices, procedures and techniques involved in the installation, configuration, maintenance, troubleshooting, diagnosis and repair of computer hardware, software, audio/video and peripheral equipment.

Computer hardware systems, mobile devices, software and applications utilized by the County Office.

Principles, methods and procedures of operating computers and peripheral equipment.

Materials, methods and tools used in the operation and repair of computer systems.

Basic principles, practices, procedures related to networking equipment such as switches, routers, access points, cabling, etc. and building various types of interface cables.

Basic principles, practices, procedures related to server administration.

Manual instructions, sufficient to enable quick and accurate diagnosis of difficulties.

Oral and written communication skills.

Interpersonal skills using tact, patience and courtesy.

Technical aspects of computer training and support.

Record-keeping and report preparation techniques.

ABILITY TO:

Install, configure, modify and maintain computer hardware, software and peripherals to assure the smooth running of computer work stations.

Investigate, troubleshoot, diagnose and repair hardware, software and network malfunctions.

Serve as a technical resource to technology users concerning the operation of computer software and applications.

Install, upgrade and configure various software and applications on computers.

Perform a variety of basic network administration activities as assigned.

Meet schedules and time lines.

Operate computers and peripheral equipment properly and efficiently.

Maintain routine records related to work performed.

Understand and follow oral and written instructions.
Work independently with little direction.
Communicate effectively orally and in writing.
Establish and maintain cooperative and effective working relationships with others.

EDUCATION AND EXPERIENCE:

Any combination equivalent to: associate degree with course work in computer science or related field and two years experience involving the installation, maintenance and repair of computer hardware, software and peripherals including some work with network systems.

LICENSES AND OTHER REQUIREMENTS:

Valid California driver's license.

WORKING CONDITIONS:

ENVIRONMENT:

Office environment.
Driving a vehicle to conduct work.

PHYSICAL DEMANDS:

Dexterity of hands and fingers to operate a computer keyboard.
Hearing and speaking to exchange information.
Seeing to view a computer monitor and read a variety of materials.
Sitting or standing for extended periods of time.
Lifting, carrying, pushing or pulling moderately heavy objects as assigned by the position
Bending at the waist, kneeling or crouching