



Date Adopted: 3/2/10

Range:

Classified: CSEA

Job Description

USER SUPPORT TECHNICIAN III

BASIC FUNCTION

Under direction, troubleshoot and resolve computer software and hardware problems for users; perform complex tasks using computers and attached peripheral equipment; troubleshoot and resolve user-technical operating problems; provide technical direction and assistance in resolving difficult and complex computer operation problems.

DISTINGUISHING CHARACTERISTICS

This classification is distinguished from that of User Support Technician I and II in that the scope of work and responsibilities are more complex and require a higher degree of skill and experience.

MAJOR DUTIES AND RESPONSIBILITIES (may include, but not limited to the following)

- Receives escalations from Tier I & II User Support.
- Assist District users with computer and application support for Windows and Macintosh OS systems.
- Receive and log requests into the District standardized call tracking system.
- Answer user inquiries on how to use specific software, such as graphics, database, printing, word processing, Internet, electronic mail, and operating systems.
- Communicate with users to determine cause and source of errors.
- Apply knowledge of computer software, hardware, internal procedures, and answer questions to resolve technical problems.
- Collaborate with coworkers to research problems and find solutions.
- Install, configure, maintain, upgrade and repair microcomputers, software, and other peripheral equipment.
- Determine if source of problems are caused by software or hardware.
- Contact software and hardware vendors to request service regarding defective and warranty products.
- Use imaging software to create and deploy images to district computers.
- Respond to emergencies caused by hardware, software and application program malfunctions.
- Perform work related assignments at various District locations.
- Write or revise online Knowledge Base articles and procedures.
- Test software and hardware to evaluate ease of use and whether product conforms to District standards.
- Train users on software and hardware on site or in a classroom environment, or recommend outside contractors to provide training.
- Utilize remote access as needed to resolve issues.
- Diagnose basic Active Directory and TCP/IP network problems.

- Maintain and manage user support network shares, applications and tools.
- Create, maintain and manage computer image libraries.
- May specialize in support of a particular field such network, server, or database support.
- May assist advanced support teams on short term projects.
- Other related work as required.

QUALIFICATIONS

Knowledge of:

1. Methods, operations, materials, tools and terminology related to the installation, configuration, maintenance, operation and repair of District computer systems.
2. Software applications used to manage and maintain district-wide computer systems.
3. Principles of Active Directory and local and wide area networks.
4. User-training principles and practices.

Ability to:

1. Analyze, diagnose and resolve problems related to district-wide computer systems.
2. Safely and appropriately operate the tools and technology assigned and associated with the performance of the position.
3. Use PC keyboard to maintain and interact with computer data, software and hardware.
4. Assist users with software and hardware problems.
5. Perform data cabling including termination of wiring into patch panels and outlets.
6. Analyze multiple job requirements and set priorities for optimum efficiency in a multi-tasking environment.
7. Demonstrate leadership skills and abilities.
8. Work independently with a minimum of supervision.
9. Understand and carry out oral and written directions.
10. Communicate both orally and in writing in a clear and concise manner.
11. Apply policies and procedures.
12. Establish and maintain cooperative and effective working relationships.

EXPERIENCE

Four years of recent (within the last five years) experience in computer/technology related equipment maintenance is required. Prior technical help desk experience is highly desirable

EDUCATION

High school diploma or equivalent is required. Additional technical training or computer industry certifications are preferred.

LICENSES, CERTIFICATIONS, BONDING AND/OR TESTING REQUIRED

Successful completion of the District's basic skills test. Possession of a valid California Driver's License and proof of insurance are required.

WORKING CONDITIONS

Environment:

The work environment characteristics described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. This position will include office and school environments

Physical Abilities:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. The employee must be able to:

- Lift, carry, push and/or pull items up to a maximum of 50 pounds with a strength factor of medium/heavy work.

- Hear and speak to exchange information in person and on the telephone.

- See to read a variety of materials.

- Use close vision, color vision, and adjust focus visually.

- Possess dexterity of hands and fingers to operate equipment.

- Work with a video display terminal for prolonged periods.

- Stand and walk.

- Bend at the waist, kneel or crouch.

- Sit or stand for extended periods of time.

- Climb a step stool or ladder and reach above shoulders.

Hazards:

Contact with dissatisfied or abusive individuals is possible.