

SACRAMENTO CITY UNIFIED SCHOOL DISTRICT
Position Description

TITLE: Site Computer Support Technician I	CLASSIFICATION: Classified Non-Management (SEIU)
SERIES: Site Computer Support Technician	FLSA: Non-Exempt
POSITION CODE: 1640	WORK YEAR: 208.5 – 242 Days
DEPARTMENT: Assigned School/Department	SALARY: C- 45
REPORTS TO: Assigned Supervisor/Manager	BOARD APPROVAL: 05-01-00 BOARD REVISION:

BASIC FUNCTION:

The Site Computer Support Technician I is the entry-level position in this series having the most limited knowledge and skills. The Site Computer Support Technician I focuses primarily on specific tasks in support of the school's desktop computers, computer labs, and administrative and educational software. With direct support and assistance from Information Services Division (ISD) staff, the Level I provides rudimentary support for the site Local Area Network (LAN). The Site Computer Support Technician I classification is generally used at small school sites with characteristics including a computer lab and one or more classrooms containing PCs, a lab-based and/or site-based LAN, several applications, and a small number of Internet users with dial-up connections. The Level I position performs tasks with specific guidance.

REPRESENTATIVE DUTIES:

Assist school employees, students, and parents in the use of computer workstations, site and district software applications, Internet, e-mail, including district policies.

Install and configure computer workstations, including peripherals, of district-approved software applications, site-specific technology applications, and networking hardware and software.

Perform research for special projects or specific problems which cannot be resolved using available district resources.

Perform LAN server back-up procedures as required in accordance with district schedules.

Perform minor LAN/WAN equipment troubleshooting as requested by the Information Services Division.

Coordinate with other technical personnel to arrive at optimum solutions.

Apply district standards in the development and documentation solutions that support the end-user productivity.

Perform related duties as assigned.

EDUCATION AND EXPERIENCE:

Any combination equivalent to: Graduation from high school. Detailed knowledge of PCs, including experience using a broad range of computer hardware and software. Experience with DOS, Windows 3.x/95/98, and the Microsoft Office Suite is required. Networking knowledge, preferably in a Novell local area network (LAN) environment, including the installation, maintenance, and enhancement of workstations on a network is desired. Minimum of one year of experience in PC/customer support or proof of satisfactory completion of computer training or classes.

LICENSES AND OTHER REQUIREMENTS:

Valid California driver's license, and provide personal automobile.

KNOWLEDGE AND ABILITIES:**KNOWLEDGE OF:**

Problem solving skills.

Technical expertise using and maintaining PCs.

Knowledge of DOS and Windows 3.x/95/98 and their support.

Good customer relation skills.

Ability to communicate effectively.

ABILITY TO:

Use commonly available office automation tools, such as word processing, spreadsheets, database, presentation, and communications software.

Must be able to work in a manner and at a time so as not to interfere with customer productivity.

Perform responsible analysis without supervision.

Establish and maintain cooperative and effective working relationships with others.

Work independently on assignments.

WORKING CONDITIONS:**ENVIRONMENT:**

Office environment; driving a vehicle to conduct work.

PHYSICAL ABILITIES:

Sitting for extended periods of time; hearing and speaking to exchange information; walking and standing to identify and diagnose PC and LAN problems; lifting, moving, re-positioning, and connecting computer systems, printers, monitors, and other network and workstation equipment components with weights up to sixty (60) pounds; dexterity of hands and fingers to operate a computer keyboard; seeing to read a variety of materials and reports; physical, mental, and emotional stamina to endure long hours under sometimes stressful conditions.

HAZARDS:

Occasional contact with dissatisfied or abusive individuals; exposure to dust when equipment is installed or moved.