SACRAMENTO CITY UNIFIED SCHOOL DISTRICT
Position Description

TITLE:	Site Computer Support Technician II	**CLASSIFICATION:**	Classified Non-Management (SEIU)
SERIES:	Site Computer Support Technician	**FLSA:**	Non-Exempt
POSITION CODE:		**WORK YEAR:**	208.5 – 242 Days
DEPARTMENT:	Assigned School/Department	**SALARY:**	C-53
REPORTS TO:	Assigned Supervisor/Manager	**BOARD APPROVAL:** **BOARD REVISION:**	05-01-00

BASIC FUNCTION:

The Site Computer Support Technician II functions at the journey level, and has significant skills in the major processes, functions, and duties involved in desktop computing and LAN support for sites and/or departments. The Site Computer Support Technician II fully supports the assigned school's or department's desktop computers, computer labs, and administrative and educational software. The Level II provides administration for the site or department LAN, but will require Information Services Division (ISD) assistance for more technical LAN support and configuration issues. The Site Computer Support Technician II classification is generally used at medium to large school sites or large departments located at remote locations. The characteristics of these sites include computer labs and/or multiple classrooms/offices containing PCs, an extensive site or department wide LAN, a large base of applications, and a number of Internet users with WAN and/or dial-up connections. The Level II performs duties with general guidance.

REPRESENTATIVE DUTIES:

Responsible for container resources for the site or department LAN.

Troubleshoot and resolve technical workstation, software, or LAN problems with assistance from Site Computer Technician III or the Information Services Division.

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

Maintain site or department LAN resources, and perform LAN maintenance and upgrades as requested by the Information Services Division staff.

Perform end-user support activities that may include: provide up-to-date information to the end-user on the effective use of computer resources; develop, implement, and refine training plans.

Serve as a technical lead to analyze, design, and implement special projects as required.

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

REPRESENTATIVE DUTIES: (continued)

Coordinate with other technical personnel to arrive at optimum solutions, and apply district standards in the development and documentation solutions that support end-user productivity.

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

Perform LAN/WAN equipment troubleshooting independently, or as requested by the Information Services Division.

Perform related duties as assigned.

EDUCATION AND EXPERIENCE:

Must fulfill all the requirements for Site Computer Support Technician I. Minimum of two years of experience in PC/customer support, and one year experience in LAN support. At least one year of current duties must be at the Site Computer Support Technician I or equivalent. One year of instruction from an accredited junior college, college, or university with an emphasis on computer operation, information systems, or network operations. Additional qualifying experience may be substituted for educational requirements on the basis of one year experience at a level equivalent to Site Computer Support Technician I as equal to one year of instruction.

LICENSES AND OTHER REQUIREMENTS:

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

KNOWLEDGE AND ABILITIES:

KNOWLEDGE OF:
Problem solving skills.
Technical expertise on workstation hardware and district and school supported software, local area networks (LANs), network operating systems, network cabling topologies, and industry standards and practices.
Methodologies for managing technical change on a proactive basis.
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.
Establish and maintain cooperative and effective working relationships with others.
Perform responsible analysis without supervision.

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

(ZIP 100)

APPROVALS:

Personnel Services Department	Date
Superintendent	Date