

SACRAMENTO CITY UNIFIED SCHOOL DISTRICT
Position Description

TITLE: Site Computer Support
Technician III

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-59

REPORTS TO: Assigned Supervisor/Manager

BOARD APPROVAL: 05-01-00

BOARD REVISION:

BASIC FUNCTION:

The Site Computer Support Technician III is the most knowledgeable and capable of any of the Site Computer Support Technicians. The Site Computer Support Technician III has the knowledge and capability to provide first-line support for the school's desktop computers, computer labs, local area network (LAN), and administrative and educational software. The Level III provides independent support for the site's LAN, and assists the Information Services Division (ISD) with support for the site connection to the district's Wide Area Network (WAN) including Intra/Internet support. The Site Computer Support Technician III classification is generally used at the largest school sites with multiple computer labs and classrooms containing PCs, an extensive LAN, multiple applications, and a large number of Internet users connected via the WAN. The Level III performs tasks with little or no supervision or guidance.

REPRESENTATIVE DUTIES:

Responsible for container resources for the site or department LAN.

Troubleshoot and resolve technical workstation, software, or LAN problems.

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 more complex special projects as required and for other Site Computer Support Technician I's and II's.

Develop and provide training and technical assistance for other Site Computer Support Technicians.

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

REPRESENTATIVE DUTIES: (continued)

Provide 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 very technical 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 II. Minimum of four years of experience in PC/Customer support, and two years experience in LAN support. At least two years of current duties must be at the Site Computer Support Technician II or equivalent. Two years 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:

Hold an A+ certification, or successfully complete all the requirements for and receive an A+ certification within the first six (6) months of probation.

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.

Work independently on complex 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.

(ZIP 100)

APPROVALS:

Personnel Services Department

Date

Superintendent

Date