

SACRAMENTO CITY UNIFIED SCHOOL DISTRICT
Position Description

TITLE:	Technology Support Specialist I and II	CLASSIFICATION:	Classified Non-Management (SEIU/Office-Technical)
SERIES:	Technology Support Specialist	FLSA:	Non-Exempt
JOB CLASS CODE:	9541: Technology Sup Spec I 9542: Technology Sup Spec II	WORK YEAR:	12 Months
DEPARTMENT:	Technology Services	SALARY:	Range 53 Tech Sup Spec I Range 59 Tech Sup Spec II Salary Schedule C
REPORTS TO:	Assigned Supervisor	BOARD APPROVAL:	10-06-97
		HR REVISION:	03-23-12

BASIC FUNCTION:

Provide technical assistance to district employees in the use of computer workstations, district standard software applications, computer peripherals, and network information resources; troubleshoot and resolve the most common technical problems.

DISTINGUISHING CHARACTERISTICS:

Under specific guidance, the Technology Support Specialist I functions at the entry-level and has the most limited scope of any Technology Support Specialist. The Technology Support Specialist I focus primarily on specific tasks in support of desktop computing but may not understand how those tasks fit into the broader picture of how everything works together. Under general guidance, the Technology Support Specialist II functions at the journey-person level and provide technical guidance to the entry-level position. The Technology Support Specialist II understands the major processes and functions involved in desktop computer support and the basic relationship of those processes and functions to the overall environment.

REPRESENTATIVE DUTIES: (Incumbents may perform any combination of the essential functions shown below [E]. This position description is not intended to be an exhaustive list of all duties, knowledge, or abilities associated with this classification, but is intended to accurately reflect the principle job elements.)

Technology Support Specialist I: Troubleshoot and resolve the most common technical problems either on the telephone or at the user's location; dispatch a specialist if the problem requires advanced knowledge of a particular area. **E**

Install computer workstations and printers (both local and networked), including peripherals, district standard software applications, and networking hardware and software; configure workstations based on standard configurations. **E**

Perform various end-user support activities that may include providing up-to-date information to the end-user on the effective use of computer resources and training users on standard software applications. **E**

Perform research for special projects or specific problems which cannot be resolved using a decision tree; use outside resources (e.g., technical bulletin boards and support lines) to supplement information available within the district; coordinate with other technical personnel to arrive at optimum solutions; apply district standards in developing and documenting solutions that support end-user productivity. **E**

Evaluate hardware and software alternatives to determine if applicable for use in the district environment; test new hardware, software, configurations, and processes to ensure minimal impact to the quality and integrity of overall district system. **E**

Perform basic network administration functions, such as adding or deleting users, applying security restrictions to user accounts, and assigning trustee directory assignments; perform user administration and basic troubleshooting of district's standard e-mail application; lift, move, re-position, and connect light to moderately heavy network and workstation equipment components. **E**

Maintain documentation on district workstation and network resources including user information, server and workstation configurations, network cabling, and trouble logs; perform processes and executes utilities which trend server and network statistics over time; operate a vehicle to conduct work. **E**

Work with school improvement initiatives that close student achievement gaps between racial, ethnic, and economic groups by working with all of the diverse communities. **E**

Technology Support Specialist II: Perform all the duties of a Technology Support Specialist I; work with user and/or other specialists to resolve more complex technical problems; serve as technical lead to analyze, design, and implement special projects as required. **E**

Work with other specialists to develop standard workstation configurations and installation procedures for use in performing installations; optimizes configurations for memory usage and performance. **E**

Perform various end-user support activities which can include: developing, implementing, and refining a training plan for end-users; consult with end-users to assess their needs and specify appropriate hardware and software solutions; document solutions, and train as needed. **E**

Develop and implement processes to trend server and network statistics over time. **E**

TRAINING, EDUCATION, AND EXPERIENCE:

Extensive PC, mobile device, and other network device experience using a broad range of computer hardware and software. Experience with Windows, Microsoft Office applications, email, and the Internet is important. Experience in end-user support in Microsoft and Apple Active Directory/Open Directory local area network (LAN) environment that includes the installation, maintenance, and enhancement of workstations on a network, and basic directory administration (e.g., network logins, print queue development, maintenance, end-user setup, trustee directory assignments, etc.).

AND

Technology Support Specialist I: Any combination equivalent to: associate's degree with course work in computer operation, information systems, or network operations, and four years experience in PC support. Technology Support Specialist II: Any combination equivalent to: associate's degree with course work in computer operation, information systems, or network operations, and five years experience in PC support and two years experience in LAN support. At least two years of current duties must be at the Technology Support Specialist I or equivalent level.

LICENSES AND OTHER REQUIREMENTS:

Hold a valid California driver's license, and provide personal automobile and proof of insurance. Must be available for mandatory overtime during critical times.

KNOWLEDGE AND ABILITIES:

KNOWLEDGE OF:

Problem solving skills.

Technical expertise on workstation hardware and district supported software, local area networks (LAN), network operating systems, network cabling topologies, and industry standards and practices.

Methodologies for managing technical change on a proactive basis.

Operation of a computer and related hardware and software.

Oral and written communication skills.

Technical aspects of field of specialty.

Documentation of procedures and maintenance.

Health and safety regulations.

ABILITY TO:

- Perform the basic function of the position.
- Use commonly available office automation tools.
- Must be available for mandatory overtime during critical times.
- Must be able to work in a manner and at a time so as not to interfere with customer productivity.
- Operate a computer and related hardware and software.
- Work with school improvement initiatives that close student achievement gaps between racial, ethnic, and economic groups by working with all of the diverse communities.
- Lift, move, re-position, and connect light to moderately heavy network and workstation equipment components.
- Effectively work with program managers and site personnel.
- Meet state and district standards of professional conduct as outlined in Board Policy.

WORKING CONDITIONS:

SAMPLE ENVIRONMENT:

Office and school environment; drive a vehicle to conduct work.

SAMPLE PHYSICAL ABILITIES:

Sit for extended periods of time; walk and stand to identify and diagnose PC and LAN problems; climb ladders to troubleshoot; dexterity of hands and fingers to operate a computer keyboard; reach overhead, above the shoulders, and horizontally; bend at the waist or crouch to troubleshoot and connect cables; hear and speak to exchange information in person or on the telephone; see to read various documents related to assigned activities and view a computer monitor; lift, move, re-position, and connect light to moderately heavy network and workstation equipment components; physical, mental and emotional stamina to endure long hours under sometimes stressful conditions.

SAMPLE HAZARDS:

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

PROMOTIONAL CRITERIA FROM TECHNOLOGY SUPPORT SPECIALIST I TO II:

This series is differentiated from other classifications in the district in that there is an automatic progression from the Technology Support Specialist I to the Technology Support Specialist II level based upon employee performance and meeting the requirements for the higher level.

Promotion to the next level in this series is contingent on two factors. First, the permanent employee must possess the minimum experience, education, and certification of the next level. Second, the permanent employee must have had at least two performance evaluations with an “above average” or better rating within the current Technology Support Specialist level. As soon as an employee meets these two criteria, the employee will have demonstrated increased value to the district and an ability to accomplish tasks that are more difficult. At that time, the district will promote the employee to the next level in this series so that the district may make better use of these talents and experience immediately.

(Former Classification: Help Desk Technician I and II)

APPROVALS:

Jess Serna, Chief Human Resource Services Officer

Date

Jonathan P. Raymond, Superintendent

Date