

Rocklin Unified School District

2615 Sierra Meadows Drive, Rocklin, CA 95677
(916) 624-2428 / www.rocklinusd.org



Job Description

POSITION TITLE: Lead Computer Support Technician TK-8

SALARY PLACEMENT: CSEA Salary Schedule
11 Month Classified Calendar

SUMMARY:

The Lead Computer Support Technician TK-8 (LCST) is responsible for the coordination, communication, and training needs of the Computer Support Technician TK-8 staff to ensure the successful day-to-day operations of all TK-8 school site technology equipment; to maintain computer software and hardware as required at the school site; to provide support for users; to respond to the needs and requests of computer technology users requiring customer service; assist in the management of IT Help Desk operations to provide support to users, ensure efficient and smooth computer systems coordination and operation in an effort to help schools and the district achieve goals and objectives. Work with the Technology Services Leadership team to ensure communication, support, and training for the Computer Support Technician team. To perform other duties as needed and to contribute to meeting the goals of the Technology Services Department and its overall success.

DISTINGUISHING CHARACTERISTICS:

Employees in this classification receive general supervision within an established framework of standard policies and procedures. Work assignments for employees in this classification require considerable contact with administrators, students, classified staff, and certificated staff. Performance of these responsibilities requires attention to detail, good communication skills, effective task management, organization, and sound judgment. An employee in this classification may be required to work overtime and may be on-call after regular work hours. This job requires employee to use their own vehicle with current valid insurance to provide services to Rocklin Unified School District school sites and departments.

SUPERVISOR:

This position reports to the Chief Technology Officer in collaboration with the Technology Systems Administrator.

ESSENTIAL DUTIES AND RESPONSIBILITIES: The essential duties and responsibilities for this position include, but are not limited to, the following:

1. Assist in the support of IT Help Desk operations to provide support to users, including troubleshooting, solutions, training, and communications to staff.
2. Coordinate weekly meetings with the Computer Support Technician TK-8 team.
3. Meet consistently with the Technology Service leadership team, including the Chief Technology Officer.
4. Communicate needs and concerns to the Technology Services leadership team, including Technology Systems Administrator, Systems Engineers, and the Chief Technology Officer.
5. Provide training and support to Computer Support Technicians as directed.
6. Coordinate the Professional Development and training of the Computer Support Technician team.
7. Installs, troubleshoots, repairs, and maintains a variety of computer resources including audio visual equipment, peripherals, and software used in educational settings.
8. Supports teachers with their use of technology for instruction of students in various digital learning situations, including basic academic and/or specialized subject areas.
9. Work with site administrators and Ed Services to support standardized testing across the district.
10. Assist in the support of digital resources for use in technology-based learning activities.
11. Services, cleans, re-configures, and re-purposes equipment as needed.

12. Inventories equipment and maintains accurate and appropriate records regarding location of equipment.
13. Supports site-based instruction for digital literacy, digital citizenship, and appropriate use of technology.
14. Evaluates and resolves computer equipment problems, troubleshoots hardware and software problems, and completes proper repairs when possible.
15. Performs maintenance, repairing or replacing components as necessary, performs software and hardware upgrades, performs preventative maintenance of various devices.
16. Troubleshoot teacher online resources, such as web pages, learning management systems, etc.
17. Student account troubleshooting and maintenance.
18. Reimage computers to District specifications.
19. Identifies and evaluates appropriate software for desired instructional outcomes and assists teachers with developing instructional programs that meet the needs of students when appropriate.
20. Assists teachers with the evaluation of software to meet curriculum needs and recommends purchasing of selected software to the school principal.
21. Operates computer equipment and assists staff with the use of computer equipment, as needed.
22. Sets-up computers, printers, other related peripherals, and maintains accurate records of work completed.
23. May assist other District staff with general set-up of technology equipment.
24. Installs, maintains, and repairs computer laboratory and/or classroom hardware and software packages.
25. Maintains informational and operational records and files related to application packages.
26. Maintains a site preventive maintenance program for hardware and software.
27. Schedules and prioritizes work orders.
28. Maintains site and IT Department inventory of parts and supplies as directed.
29. Assist in the upkeep and support of school site web pages as needed.
30. Other related duties as assigned.

Knowledge of:

- Proper English usage, grammar, spelling, vocabulary, and punctuation.
- Basic computer operations and the use and application of computers and educational software.
- Minor maintenance procedures for computer equipment and basic troubleshooting methods for hardware and software systems.
- Basic knowledge of methods, equipment, and materials used in the installation, maintenance, and repair of computer equipment and systems.
- Principles and techniques applied to the operation of a variety of PC computer systems and related peripheral equipment.
- Routine maintenance procedures and repair methods used in the upkeep of various PC computer systems and related peripheral equipment.

Ability to:

- Learn District and school rules, regulations, and procedures and apply them in a variety of situations.
- Learn methods and procedures required to effectively coordinate the operation of a school computer laboratory, devices in mobile carts, etc.
- Inspect and test equipment to determine repair needs
- Maintain a firm, patient, and courteous attitude toward students and staff.
- Understand and follow both oral and written directions.
- Prepare and maintain a variety of records and reports.
- Perform basic troubleshooting and minor maintenance of computer equipment and systems.
- Set-up new computers, including formatting disks and installing software.
- Maintain the security and confidentiality of specified information and records.
- Effectively communicate both orally and in writing.
- Establish and maintain cooperative working relationships.
- Establish and maintain records, including equipment inventories, and prepare routine reports.

EDUCATION:

High School diploma or equivalent.

EXPERIENCE/TRAINING:

Any combination of training and experience which would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the required knowledge and abilities would be:

- Some previous experience operating computers and software packages is required.
- Three to five years' experience in the maintenance and repair or operational user support of computer equipment.
- Experience in K-12 or other educational environments preferred.

CERTIFICATES, LICENSE, REGISTRATIONS:

Valid California Driver's License

PHYSICAL REQUIREMENTS:

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. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Sits for extended periods; frequently stands and walks; stoops and crouches to pick up and move objects; ability to lift 50 pounds or carry object weighing over 25 pounds; normal manual dexterity and eye-hand coordination; corrected hearing and vision to normal range; verbal communications; use of office equipment including computers, telephones, calculators, copiers, and FAX.

Medical Category I:

1. Position requires normal physical strength and endurance for standing, sitting, bending, or walking.
2. Work assignments are normally located in a work environment with light physical work and requires light physical effort.
3. Lifting 50 pounds maximum or carrying any object weighing over 25 pounds.

WORK ENVIRONMENT:

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. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee frequently works in indoor environmental conditions. The employee is occasionally exposed to video display and occasionally works evenings and on weekends. The employee occasionally uses a personal vehicle for work-related travel. The noise level in the work environment is usually moderate.

Adopted: March 15, 2023

The Rocklin Unified School District is committed to equal opportunity for all individuals. District programs, activities and services shall be free from unlawful discrimination, harassment, intimidation, and/or bullying based on actual or perceived characteristics of race, color, ancestry, nationality, immigration status, age, ethnicity, religion, marital status, medical information, mental or physical disability, sex, sexual orientation, gender, gender identity, gender expression, genetic information, or any other legally protected status or association with a person or group with one or more of these actual or perceived characteristics. For inquiries/complaints, contact our Director of Secondary School Programs or Director of Personnel Services at (916) 624-2428 or by email at titleixcoordinator@rocklinusd.org.

The Rocklin Unified School District maintains a tobacco-free, drug-free environment.