

Rocklin Unified School District

2615 Sierra Meadows Drive, Rocklin, CA 95677
(916) 624-2428 / www.rocklin.k12.ca.us



Job Description

POSITION TITLE:	Technology Support Specialist
SALARY PLACEMENT:	Classified Salary Schedule California School Employees Association

SUMMARY:

To perform skilled work in the installation, maintenance, and repair of school and district computer equipment, related technologies, and provide services primarily at high school and secondary education facilities; to respond to the needs and requests of computer technology users providing high levels of customer service; to ensure efficient and smooth computer systems coordination and operation in an effort to help schools and the district achieve goals and objectives. To assist the Systems Engineering team in the implementation and maintenance of data network infrastructure and data center/systems operations; to perform other duties as needed and to contribute to meeting the goals of the Technology Services Department and its overall success.

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 details, 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.

SUPERVISOR:

This position reports directly to the Chief Technology Officer.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

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

1. Installs, troubleshoots, repairs, and maintains a variety of complex computer, connectivity equipment, and software including computers, audio visual equipment, servers, networking and wireless connectivity, a variety of peripherals, general and specialized software used in educational technology applications.
2. Uses diagnostic software and hardware as necessary.
3. Assists in the development and maintains a preventative maintenance program for all related equipment.
4. Services, cleans, and re-configures and re-purposes equipment as needed.
5. Inventories equipment and maintains accurate and appropriate records regarding location of equipment.
6. Inspects, tests, and systematically troubleshoots equipment and systems to determine problems, defects, and malfunctions. Escalates problems to the Systems Engineering team, administration, vendors, or appropriate staff as necessary.
7. Provide excellent customer service to all users and follow through on outstanding and priority issues.
8. Assists all staff in the effective use and integration of computer hardware and software.
9. Works with District employees and outside vendors to review site configurations, coordinating orders for computer equipment, supplies, and services.

10. Develops instructional and procedural documentation and various media for use by the department. Publish to web site and/or distributing to staff as needed.
11. Repairs or replaces parts and components as necessary.
12. Assists in the maintenance of an inventory of parts and supplies.
13. Prepares and maintains records and reports related maintenance and repair activities.
14. Troubleshoots and analyzes computer hardware and software problems and repairs computer equipment as needed.
15. Schedules and prioritizes work orders.
16. Evaluates performance of equipment and recommends the alternate use or purchase of new equipment and systems.
17. Maintains and updates repair, parts, technical, and service manuals.
18. Provides training or assists in technology related training for staff.
19. May assist other district staff with general set-up of technology equipment.
20. Other duties as assigned.

Knowledge of:

- Methods, equipment, and materials used in the installation, maintenance, and repair of computer equipment and systems.
- Basic electronics and data networking theory as used in the operation of various computer 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.
- Various computer devices and operating systems used in enterprise networked environments such as: Microsoft, Apple Macintosh and IOS, Google Chrome, Linux, and other related technologies.
- Web site design and upkeep.

Ability to:

- Install and repair a variety of computers and peripheral equipment.
- Inspect and test equipment, determining repair needs.
- Safely and skillfully operate a variety of equipment, including electronic test equipment and hand tools.
- Evaluate equipment performance and provide recommendations for purchase.
- Analyze situations accurately and adopt an effective course of action.
- Maintain security and confidentiality of specified records and information.
- Understand and follow both oral and written directions.
- Prepare and maintain a variety of records and reports
- Take initiative to identify related proactive work that supports school and district operations, missions, and goals.
- Effectively communicate orally and in writing, using both technical and non-technical terms.
- Establish and maintain cooperative working relationships.

EDUCATION:

Associates or Bachelor's Degree in a Computer Science related field or area of study is preferred.

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:

- Three to five years' experience in the maintenance and repair or operational user support of computer equipment.
- Various industry recognized professional certifications from Microsoft, Apple, Comp TIA, Google, etc. preferred.
- 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 objects weighing over 25 pounds; normal manual dexterity and hand-eye coordination; corrected hearing and vision to normal range; verbal communications; use a variety of tools and equipment including electronic test equipment, soldering iron, and various hand tools. Specific vision abilities required by this job include close vision and ability to adjust focus.

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 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 personal vehicle for work-related travel. The noise level in the work environment is usually moderate.

Adopted: June 7, 2000

Revised: August 3, 2016

The Rocklin Unified School District does not discriminate on the basis of color, race, religion, ancestry, national origin, age, sex, sexual orientation, gender, ethnic group identification, mental or physical disability in its educational programs, activities, or employment. All educational opportunities will be offered without regard to color, race, religion, ancestry, national origin, age, sex, sexual orientation, gender, ethnic group identification, mental or physical disability.

No person shall be denied employment solely because of any impairment which is unrelated to the ability to engage in activities involved in the position(s) or program for which application has been made. It is the responsibility of the applicant to notify the employer of any necessary modifications to the job or work site in order to determine whether the employer can reasonably accommodate any known disability.

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