Rocklin Unified School District

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

Job Description

POSITION TITLE: User Support Technician

SUMMARY:

Provide general support and installation of hardware and software; responsible for the support of day-to-day operations of District technology equipment and maintain computer software and hardware as required; manage IT Help Desk operations to provide support to users. Perform skilled work in the installation, maintenance and repair of district devices, and associated equipment. Under the direction of the Chief Technology Officer, support and prioritize tasks of the Computer Support Technicians. Assist in the coordination and management of District IT projects. Perform other duties as needed and 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 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. 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.

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

1. Coordinate IT Help Desk operations to provide support to users, including troubleshooting, solutions, training, and communications to staff.
2. Provide support for District technology hardware resources, including peripherals, network, and online tools.
3. Provide support for District educational technology and online curriculum.
4. Application support of IT resources and District-wide online curriculum.
5. Coordinate users across various platforms and tools in the District.
6. Administer user accounts and access across multiple systems.
7. In coordination with District Leadership, assist in the upkeep and support of District web pages.
8. Under the direction of the CTO, work with District employees and outside vendors to evaluate, recommend, and assist with orders for computer equipment, supplies, and services.
9. Assist staff and administrators with the evaluation of hardware and software to meet department and/or site needs and recommended purchases.
10. Under the direction of CTO, assist in the coordination and implementation of District IT projects.
11. Assist with the support, administration, training, troubleshooting, and implementation of security practices for users, including cyber security programs and District camera systems.
12. Provide support to Computer Support Technicians as directed.
13. Install, troubleshoot, repair, and maintain a variety of computer resources including audio visual equipment, peripherals, and software.
14. Assist in the support, installation, training and administration of District-wide VOIP telephone systems.

15. Create training materials, user documentation and lead, facilitate, or participate in trainings for staff as directed.
16. Maintain accurate and appropriate inventory records regarding location and condition of equipment.
17. Evaluate and resolve computer equipment problems. Troubleshoot, repair, and update various District hardware and software tools.
18. Operate computer equipment as well as assist and train staff with the use of computer equipment, as needed.
19. Assist District staff with general set-up of technology equipment.
20. Maintain a site preventative maintenance program for hardware and software.
21. Schedule and prioritize IT support tickets.
22. Provide assistance with District meeting IT and AV setup and support.
23. Provide District-owned cell phone assistance as needed.
24. Manage, train, and support site and department users on the District web platform. Update District and site content as needed.
25. Other related duties as assigned.

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.

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. Work is normally performed in a variety of District facilities; with continuous contact with staff, parents, and students.

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.

Revised: April 5, 2022
Adopted: June 22, 2022