SYSTEM SUPPORT TECHNICIAN

Purpose Statement

The job of System Support Technician was established for the purpose/s of overseeing the Computer Hardware, Audio Visual Systems, Software, Network Connectivity and peripherals; designing, configuring, installing, maintaining, and repairing of these systems and providing technical support to district and site staff.

Essential Functions

- Administers district policies regarding use of computers and data access (e.g. updating software, set passwords, etc.) for the purpose of ensuring compliance with district policy and departmental guidelines.
- Assesses malfunctions of computer hardware and/or software applications for the purpose of determining appropriate actions to maintain computer and network operations.
- Attends meetings as assigned for the purpose of conveying and/or gathering information required to perform functions.
- Installs computer hardware, peripherals, and network equipment and application software for the purpose of maintaining safe and effective district and site operation including classrooms, library and computer labs.
- Installs Macintosh and PC software, print drivers, scanners, etc. for the purpose of ensuring availability for use by District personnel.
- Interacts with the District network for the purpose of installing, configuring and troubleshooting workstations.
- Maintains a variety of manual and electronic files and/or records (e.g. permission levels, network identification, security access, licenses, work logs, etc.) for the purpose of documenting activities, providing reference and audit trails.
- Maintains workstation functionality (e.g. install patches and/or upgrades, imaging systems, etc.) for the purpose of ensuring availability of desktop and server functionality for all users.
- Performs initial workstation computer, peripheral set-ups (e.g. installation, testing, configuring, imaging, etc.) for the purpose of meeting the computer processing needs of the users.
- Prepares a variety of written materials (e.g. work order reports, inventory control, procedures, etc.) for the purpose of documenting activities, providing written reference and/or conveying information.
- Procures equipment, supplies and materials for the purpose of maintaining availability of required items and completing jobs efficiently.
- Repairs computers, peripherals, network equipment, software, printers, A/V systems requiring specialized computer and electronic repair skills both on-site and in the repair shop for the purpose of maintaining computer and network equipment in a safe and functional operating condition.
- Stocks computer parts, supplies and materials for the purpose of establishing an inventory of items commonly required to repair computer hardware.
- Transports a variety of items (e.g. equipment, supplies, etc.) for the purpose of providing materials at job site or to bring equipment in for repairs.
- Upgrades computers, peripherals, printers, A/V systems, network equipment and software applications (e.g. installation, testing, configuring, etc.) for the purpose of meeting the computer processing needs of the users.

Other Functions

- Performs other related duties as assigned for the purpose of ensuring the efficient and effective functioning of the work unit.
Job Requirements: Minimum Qualifications

Skills, Knowledge and Abilities

SKILLS are required to perform multiple, technical tasks with a need to periodically upgrade skills in order to meet changing job conditions. Specific skill-based competencies required to satisfactorily perform the functions of the job include: utilizing pertinent network, application, operating systems monitoring and troubleshooting software; adhering to safety practices; planning and managing projects; and preparing and maintaining accurate records.

KNOWLEDGE is required to perform algebra and/or geometry; read technical information, compose a variety of documents, and/or facilitate group discussions; and solve practical problems. Specific knowledge-based competencies required to satisfactorily perform the functions of the job include: current legacy and emerging operating systems; environments and network protocols; router configurations; Inter/Intranet applications; and data security, project management, processes and methodology.

ABILITY is required to schedule activities, meetings, and/or events; gather, collate, and/or classify data; and consider a variety of factors when using equipment. Flexibility is required to work with others in a variety of circumstances; work with data utilizing defined and similar processes; and utilize equipment under a variety of conditions for multiple purposes. Ability is also required to work with a significant diversity of individuals and/or groups; work with a variety of data; and utilize a wide variety of types of job-related equipment. Problem solving is required to identify issues and create action plans. Problem solving with data requires independent interpretation of guidelines; and problem solving with equipment is significant. Specific ability-based competencies required to satisfactorily perform the functions of the job include: setting priorities; establishing effective relationships; being attentive to detail; communicating with diverse groups; conveying technical information to non-technical audiences; and working nonstandard hours.

Responsibility

Responsibilities include: working under limited supervision following standardized practices and/or methods; leading, guiding, and/or coordinating others; and operating within a defined budget. Utilization of some resources from other work units is often required to perform the job's functions. There is a continual opportunity to have some impact on the Organization's services.

Working Environment

The usual and customary methods of performing the job's functions require the following physical demands: significant lifting, carrying, pushing, and/or pulling; some climbing and balancing; significant stooping, kneeling, crouching, and/or crawling; and significant fine finger dexterity. Generally the job requires 30% sitting, 35% walking, and 35% standing. The job is performed under minimal temperature variations and in some hazardous conditions.

Experience

Job related experience within specialized field is required.

Education

Targeted job related education that meets organization's prerequisite requirements.

Equivalency

A+ or equivalent experience

Required Testing

None Specified

Certificates & Licenses

Valid Driver's License & Evidence of Insurability

A+ Certification desired

Continuing Educ. / Training

None Specified

Clearances

Criminal Justice Fingerprint/Background Clearance

FLSA Status

Non Exempt

Approval Date

Salary Grade

TBD