

Corning Union High School District Job Description

Technology Support Specialist

Salary Range:

Dept./Family: Technology

Immediate Supervisor: Superintendent

Approved By: Board of Trustees

DEFINITION:

Under general direction of the Superintendent: provides specialized support services for local, wide, and internet worked information systems interconnected to schools, administrative departments, the Technology Services Department, and Internet resources; maintains and repairs a variety of microcomputers and related peripheral equipment; performs installation, repair, and maintenance work on a variety of audiovisual electronic equipment; and performs other essential job-related work as required.

ESSENTIAL FUNCTIONS:

- Assists in analyzing user needs relating to local, wide, and internet worked information systems to install and maintain cost-effective, local (LAN), wide (WAN), and metropolitan (MAN) area networks using PC and Macintosh computers; implements internetworking, distance, and fiber-optic networking.
- Keeps abreast of network technology field to ensure efficient delivery of network-related computers and technology services; provides training, conferencing, and workstation configuration services for end users.
- Assists in maintaining and enhancing the interconnection of operating systems, desktop computer applications, network protocols, and mainframe applications; keeps pace with rapidly developing network technologies; ensures consistency with our information system needs.
- Responds to help desk referrals; confers with computers and technology staff and users to resolve problems related to network-related hardware and software functions and in preparing areas for installation, including planning for power, environment, and cabling.
- Provides one-on-one training and assistance to users in the area of software application and general use and procedure associated with communications network, PC, and Macintosh computers.
- Assists in evaluating network hardware, software, and related tools and materials; prepares necessary topology drawings, schematics, diagrams, specifications, and sketches; writes standards on the use, maintenance, and interfacing to communications networks.
- Assists in maintaining parts and supplies inventory; uses hand truck and carts in delivering and removing equipment.
- Assists in performing diagnostic evaluations of faulty equipment, analyzes

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results, and takes corrective actions; monitors DSU/CSU transmission equipment (hubs, bridges, routers, media) to ensure communications integrity; uses on-line software and coordinates with vendor engineers as appropriate.

- Assists in change control, inventory, and other necessary records, and prepares various reports as required.
- Installs microcomputer and peripheral equipment at District sites; makes adjustments to, repairs (to the component level) and/or makes recommendations for the repair of microcomputers, including printers, disk drivers and monitors.
- Assists in providing operating instruction to District staff; checks equipment for proper operation and maintains records of repair work; maintains parts inventory and recommends equipment and parts purchases when applicable.
- Assembles, installs, repairs, and performs major and routine maintenance on various audio-visual equipment including projectors, public address systems, tape recorders, phonographs, and other types of audio-visual equipment; orders repair parts.
- Surveys causes of damage to equipment and recommends replacement if repair is not possible; maintains inventory of spare parts and reorders as needed; maintains records and files.
- Complies with applicable state, local, and federal rules, regulations, and laws, as well as the policies and procedures of the District.

PHYSICAL REQUIREMENT

- The physical requirements indicated below are examples of the physical aspects that this position classification must perform in carrying out essential job functions.
- Persons performing service in this position classification will exert 50 to 75 pounds of force frequently to lift, carry, push, pull, or otherwise move objects
- This type of work may involve ascending and descending ladders, stairs, scaffolding, and ramps, and will involve walking or standing for extended periods, working in awkward postures, high places, and tight spaces as a result of attic or under-floor cable-related duties
- Perceiving the nature of sound, near and far vision, depth perception, providing oral information, the manual dexterity to operate equipment and use hand tools, and handle and work with various materials and objects are important aspects of this job

ENVIRONMENT

- The work is performed primarily inside an office or office/laboratory environment
- Exposure to hot, cold, wet, humid, or windy conditions caused by weather may occasionally be experienced
- Exposure to adhesive and cleaning solvents/chemicals
- Exposure to moderate to loud noise and vibrations
- Exposure to electromagnetic fields
- Possible exposure to electric shock

REPRESENTATIVE DUTIES:

- Establishes and maintains effective working relationships with a variety of groups, including teachers, students, administrators, coworkers, vendors, consultants, and others as required.
- Demonstrates and models safe, prudent, and healthful work behaviors and practices; identifies and works toward the elimination of unsafe or unhealthy work area conditions.
- Performs other essential job-related work as required.

KNOWLEDGE ,ABILITIES AND SKILLS:

- Hardware and software network products, including detailed knowledge and experience with Novell Network Operating System, Macintosh and Windows microcomputers; data communications equipment and microcomputer hardware and software products, such as print servers, file servers, modems, concentrators, and related products
- Data and voice communications facilities, hardware, and media such as leased and switched lines, coaxial cable, twisted pair
- Network technologies and design skills in the area of educational and administrative network design
- Internetworking and distance computing, educational and administrative network design, maintenance and implementation
- Install, operate, maintain, and repair a wide variety of electronic equipment, operating systems (such as Mac, DOS, Windows, Novell, UNIX) other software applications, and network devices
- Communicate effectively with all users requiring services
- Plan, lay out, and organize work
- Work with a minimum of direct supervision
- Accurately estimate labor and material costs
- Effectively supervise the work of other assigned employees
- Maintain preventive maintenance records and prepare clear and concise reports
- Understand and follow oral and written directions
- Establish and maintain cooperative working relationships with other District employees, students, vendors and suppliers, and others contacted in the course of work

QUALIFICATIONS:

- College-level course work in computer hardware and software components, operating systems, and software.
- Two years experience in a computer hardware/software user support environment; Additional experience may substitute for some higher education.
- High School Diploma or equivalent required.

LICENSE AND CERTIFICATION REQUIREMENTS:

- Possession of a valid California Motor Vehicle Operators License.