

Sonoma County Office of Education – Job Description

Classified

INFORMATION TECHNOLOGY DESKTOP TECHNICIAN

Definition:

To provide on/off site technical support for multi-platform computers and their peripherals for the County Office of Education and its employees, including installation, diagnosing, set-up, repair, maintenance and configuring of computer equipment, software and network connectivity. Must be able to work independently with minimal supervision and frequent interruptions and be able to prioritize various different tasks throughout the day. Analyze data and situations quickly and efficiently to assure prompt resolution of any problems to minimize any down (unproductive) time to clients. The incumbent must be familiar with the basic operation of computer and server stations, printers, network installations and data communication devices; and performs related duties as assigned.

Distinguishing Characteristics:

The incumbent is responsible for assisting clients and staff with use of technology hardware and software. This position is the first working level in the series and is distinguished from higher level positions in that this position does not perform the more complex installations and does not deal with highly technical issues. This position is distinguished from the Information Technology Support Specialist position in that the Information Technology Support Specialist position is responsible for running processes within our Financial System, checking for quality control and assisting staff with questions as a part of a help desk function.

Supervision Exercised and Received:

General supervision is provided by the Director, Information Technology.

Example of Duties and Responsibilities:

Duties and Responsibilities may include, but are not limited to, the following:

- Acts as a resource to clients, such as students, teachers and other education professionals, regarding a variety of computer operations, resolving minor problems.
- Maintains all conference rooms including setup of conferences, installation of audio/video equipment and maintenance of all devices in conference rooms.
- Set up, install and maintain desktop computers and peripheral devices and problem solves difficulties with them and does initial troubleshooting of problems with LAN/WLAN connectivity.
- Performs set up and configurations of new computers, peripheral devices and software.
- Diagnose hardware failures, order and replace defective parts.
- Assists with the creation and maintenance of email accounts, network users and groups; creates, modifies and deletes user accounts, membership rights and security access.
- Prioritizes and schedules service requests, tracks problems and follows up to ensure client productivity.

- Assists with training and acts as a resource for clients in the use of computer system software and program applications.
- Helps evaluate hardware and software for the County Office of Education users to ensure suitability, compatibility and economy prior to purchase.
- Confers with other Technology Information staff to resolve hardware/software problems.
- Maintains confidentiality of any acquired sensitive information such as personnel records or passwords.
- Researches, prepares and presents oral and written reports as necessary.
- Continuously upgrades knowledge of technology for areas of assigned responsibility.
- Loads, transports and unloads equipment and supplies as needed to carry out job assignment.
- Assists in inventory of equipment, materials and supplies.
- Processes paperwork and maintains accurate records and files.
- Remains available by phone and notifies office of any change of scheduled work.
- Attends all required safety and in-service training programs during the school year.
- May check-in equipment and parts orders and sort and pack equipment and supplies for delivery.
- Performs related duties as assigned.

Employment Standards:

Knowledge of:

- Software applications relevant to the position, including desktop publishing, databases, mail merge, spreadsheets, word processing, presentation programs, etc.
- Macintosh and Windows computers and peripheral devices, such as printers, scanners, digital cameras/camcorders, etc. and advanced use of computer applications.
- Standard English usage, grammar, spelling and punctuation.
- Basic office methods, practices and procedures, including filing systems, business correspondence, receptionist techniques, report writing and telephone techniques.
- Reference procedures and sources.
- Interpersonal skills using tact, patience and courtesy with a variety of clients including students, teachers and other education professionals.
- Safe work practices.

Ability to:

- Express ideas and concepts clearly and concisely in both oral and written form; use language and medium appropriate to audience.
- Establish and maintain cooperative and professional working relationships with individuals, groups, public and private agency personnel and work as a part of a team to deliver high quality services.
- Continuously upgrade knowledge and skills.
- Respond promptly to requests of clients, both inside and outside the County Office.
- Provide needed assistance and support to clients.
- Understand and apply principles, techniques and procedures required for effective job performance.
- Analyze data and situation(s), render judgment, make decisions and solve problems efficiently and effectively.
- Maintain an orderly work environment and perform tasks in a prescribed and safe manner.
- Work independently and effectively with minimal direction and frequent interruptions.

- Develop rapport with students during activities and be consistently fair, impartial and objective when dealing with students.
- Understand and follow both oral and written instructions.
- Plan delivery routes and safety procedures.
- Learn basic first aid and CPR; and administer basic first aid.
- Be flexible and receptive to change.

Education and Experience:

Any combination of education and experience that would provide the knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

Education:

- Current coursework in computer technology including both hardware and software installation and maintenance and network systems. A normal way to obtain such education is an Associate of Arts degree with emphasis in technology or equivalent. Relevant on-the-job training may be substituted for formal coursework.

Experience:

- At least two (2) years of responsible computer operations and maintenance experience in both Macintosh and Windows platforms, assorted, associated peripheral devices and a variety of standard software.
- Experience working with youth or ethnic minorities is desirable.

Licenses or certificates:

- None required.

Physical Abilities:

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.

- Visual acuity sufficient to read printed materials and video display screens, work at a computer screen frequently and throughout the day, near and far visual acuity, depth perception, color vision sufficient to recognize people, words and numbers.
- Stoop into confined spaces; reach down to floor level and above head; squat for sustained period of time; bend at the waist and all limbs; reaching, pushing/pulling.
- Crawling in confined spaces in buildings.
- Move computers and related equipment with or without assistance or a cart; lift and carry fifty (50) pounds of technology equipment and in excess of fifty (50) pounds of technology equipment, with assistance. The heavy objects to be lifted include personal computers, printers and related equipment.
- Speaking and hearing ability sufficient to hear over phone and carry on routine conversations
- See to read manuals, video display screens and other related material.
- Drive an automobile and transport equipment and documents.
- Sit for extended periods in a typing position.
- Hand-eye-arm and finger dexterity to use a personal computer keyboard, ten-key and other common office equipment.

Work environment:

- Work is performed in an office environment with minimal exposure to health and safety considerations.

Other Requirements:

- Must be fingerprinted and satisfactory Department of Justice and Federal Bureau of Investigation records checks must be received by the County Office of Education, prior to employment.
- TB testing will be required upon employment.
- Must pass a pre-employment physical (if applicable).
- May be required to obtain first aid and CPR certificates within the first 6-12 months of employment.
- May be required to drive with or without students; some positions may require a current California driver license, proof of insurance and possible participation in the DMV Pull Notice Program once employed.

Other:

- Revised: April 8, 2020
- FLSA Status: Non-Exempt
- Bargaining Unit: SEIU
- Approved by: Personnel Commission