

Sonoma County Office of Education – Job Description

Classified

Information Technology Support Technician

Definition:

Under general supervision performs a variety of technical and analytical duties in the operation and support of desktop computers, servers, and related department programs and systems. Analyze performance indicators to ensure that the computer systems and network services are operating efficiently; runs production programs, monitors system security; provides technical support on software, communication and hardware problems of users in the day-to-day operation of their computers. Creates, monitors and maintains operations documentation, material and supply inventories, and backup libraries; investigates and resolves routine processing halts; ensures the security of data by performing appropriate backup procedures and performs related duties as assigned.

Distinguishing Characteristics:

This is an experienced level technical position requiring advanced and detailed knowledge on a wide variety of hardware and software systems. The position requires excellent attention to detail and must be able to exercise substantial independence of judgment in performing job duties. The incumbent provides a variety of responsible duties in ensuring day to day data processing operations and professional level of customer support services for multiplatform information technology systems, including preliminary problem identification and resolution; hardware, software, and interconnectivity installation, configuration, maintenance, and training for clients of the Sonoma County Office of Education. This position is distinguished from other Information Technology positions in that the duties of this position requires much more frequent responses to client demands and is often the first point of contact for clients of Information Technology Services.

Supervision Exercised and Received:

Employees in this classification receive general supervision from the Director of Information Technology, within a framework of standard policies and procedures.

Example of Duties and Responsibilities:

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

- Operates the business financial system or similar computer and its peripheral equipment; cleans and maintains input/output devices and other related equipment. Greets visitors and the public in person and arranges for clients to be assisted by the appropriate staff. May assist clients in completing fingerprinting forms and other related documents.
- Performs backups and updates on servers and monitors reliability of network infrastructure and operating systems.
- Maintains all conference rooms including setup of conferences, installation of audio/video equipment, and maintenance of all devices in conference rooms.
- May be assigned to print payroll warrants or records, vendor warrants and government forms; perform backups; and distribute printed reports and government forms.

- May prepare periodic California Longitudinal Pupil Achievement Data System (CALPADS) and E-Rate filings.
- Keeps records of machine utilization hardware failures and status of work in progress, reconciles reports for distribution.
- Responsible for databases related to user access, user security, site licenses and backups including inventory of tapes; identifies the need for dumping or purging records.
- Assists the Information Systems Support Analyst with workshops/seminars and trainings.
- Answers, evaluates and prioritizes incoming telephone, voicemail, e-mail, and in-person requests for assistance from users experiencing problems with hardware, software, networking and other computer related technologies.
- Supports desktop network connectivity including network client software, messaging client software, and remote client software; assists with the creation or maintenance of network users, groups, rights, login scripts, or network printer configurations; creates, modifies, and deletes user accounts, groups, resources, membership rights, and security access for electronic mail and/or messaging systems.
- Assists in the development and documentation for computer operating instructions and procedures as well as revision of existing instructions and procedures.
- Maintains liaison with clients and vendor representatives to coordinate and facilitate the equipment repair process.
- Troubleshoots minor computer data communication hardware and software systems and uses established tracking system to log requests, monitor progress, and track problem resolution; identifies patterns of failure, researches bug fixes and implements solutions.
- Assists in the ordering, inventory, storage and maintenance of supplies and equipment for the department.
- Acts as a resource to service users regarding a variety of computer operations and/or minor PC or MAC issues/problems; answering the more routine questions, resolving minor problems, and/or referring more complex issues to appropriate resources as necessary.
- Performs related duties as assigned.

Employment Standards:

Knowledge of:

- Principles and techniques applied in the operation of computer hardware, peripherals, and computerized applications.
- Basic principles of the use of computer applications, and related data processing equipment; including servers, PCs, printers, and similar equipment.
- Functions and operations of computer software including database software, word processing, spreadsheets and email/calendar systems.
- General principles of office automation and computer systems analysis.
- Routine maintenance methods and procedures used in the upkeep of computer and related peripheral equipment.
- Logical work flow as it pertains to computer operations.
- Basic office methods, practices and procedures.
- Standard English usage, spelling, grammar and punctuation.
- Standard office machines including personal computers.
- Safe work practices.

Ability to:

- Respond promptly to requests of internal and external clients; provide needed information, assistance, training, materials and resources.
- Plan, organize and prioritize own work to meet deadlines and accomplish assigned tasks within established timelines including maintaining accurate records and files.
- Maintain an orderly work environment and perform tasks in prescribed and safe manner.
- Establish and maintain cooperative working relationships with those contacted during performance of job duties and work as a part of a team to deliver high quality services.
- Maintain and improve professional skills and knowledge.
- Be flexible and receptive to change.
- Understand and apply principles, techniques and procedures required for effective job performance.
- Monitor the progress of several jobs simultaneously.
- Understand and carry out both written and oral instructions independently.
- Operate a variety of highly technical computer equipment and related peripheral equipment.
- Determine sources of routine computer malfunction and take corrective action.
- Analyze and apply information from technical manuals.
- Communicate clearly on technical issues, and instruct people in small groups or one on one.
- Identify problems or potential problems and suggest viable solutions.
- Type or keyboard accurately at a rate of not less than forty (40) words per minute from clear copy.
- Provide day-to-day technical support to users.

Computer Skills:

- Intermediate spreadsheet skills, including the ability to create workbooks, use multiple worksheets; format and print worksheets; sort lists.
- Intermediate email skills, including the ability to send and open a file attachment.
- Basic Database skills, such as the ability to create reports; create and print mailing labels.
- Internet usage, including the ability to access and navigate County Office of Education's home page and use appropriate and professional conduct; conduct searches on relevant topics.
- Basic Word Processing skills, such as the ability to create, edit, spell check, save, and print a new or existing document, and simple character and paragraph formatting.

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:

- Formal or informal education or training which ensures the ability to read and write at a level necessary for successful job performance.
- Training in Computer Information Systems or Computer Science.

Experience:

- Three (3) years of broad and varied experience in computer operations and technical support; and
- At least one (1) of those years to include providing technical assistance in the use of computer systems.

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 work at a computer screen frequently and throughout the day, near and far visual acuity, depth perception, color vision sufficient to recognize people, words, numbers, read manuals, video display screens, and other related material.
- Occasionally standing, bending, stooping, and kneeling.
- Crawling in confined spaces in buildings.
- Lifting up to twenty-five (25) pounds frequently, fifty (50) pounds on an occasional basis, and in excess of fifty (50) pounds 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.
- Speak clearly.
- Drive an automobile and transport equipment and documents.
- Sit for extended periods in a typing position.
- Reaching, pushing/pulling.
- 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 Sonoma 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 27, 2020
- FLSA Status: Non-Exempt
- Bargaining Unit: SEIU
- Approved by: Personnel Commission