

SANTA CLARA COUNTY OFFICE OF EDUCATION

POSITION: Substitute/Relief Technology Assistant II

HOURLY RATE: \$18.00/hour

DUTIES AND RESPONSIBILITIES: The Substitute/Relief Technology Assistant II is an on-call, temporary position. The Substitute/Relief Technology Assistant II performs a variety of technical and end-user support duties of routine difficulty, complexity, and scope involving the installation, maintenance, and replacement of standard desktop/laptop computers, peripheral devices, and internal specialized systems.

DISTINGUISHING CHARACTERISTICS: The Substitute/Relief Technology Assistant II provides technical support functions of a routine to somewhat complex scope involving repair/replacement of computer parts and adjustment of standard desktop/laptop computer equipment and specialized systems including basic system troubleshooting of processing failures, network problems, and software application malfunctions. Substitute/Relief workers receive general to limited supervision within a framework of standard policies and procedures. Specific duties vary contingent upon the location and assignment.

ESSENTIAL/TYPICAL DUTIES:

Provides technical support for standard desktop/laptop computer hardware, software, and applications as well as specialized internal information systems including, but not limited to, substitute staffing/assignment, student enrollment, and instructional program efficiency measurement.

Identifies, troubleshoots, and resolves technology-related problems and determines whether problems are due to hardware, software, or end-user issues.

Assumes responsibility for the care, maintenance, and cleaning of computer and peripheral equipment at remote sites.

Installs, operates, and tests operating systems, software programs, and related peripheral devices, examining output for legibility, clarity, completeness, and compliance with desired program results.

Installs and replaces monitors, personal computers, keyboards, printers, communication devices, modems, and other peripheral devices.

Identifies and documents equipment for inventory and maintains records for delivery and installation of technology-related equipment.

Submits network and electronic mail requests to technical support staff, ensuring receipt of requests and any follow-up.

Assists users in the proper operation and use of personal computers, peripheral devices, and software applications.

Documents hardware and software configuration and utilization issues resolving them independently or referring them to appropriate technical support staff as needed.

Performs wireless WiFi device configuration, installation, and troubleshooting.

Assists network and technical services staff in the setup, configuration, and troubleshooting of LAN and WiFi devices and systems.

Ensures availability and suitability of operating systems, utility programs, and other applications.

Under the direction of other network and technical services staff, diagnoses local server and local network communication and equipment problems, installs switches, routers, and other network devices at remote sites.

Performs network installation and configuration functions of printers and other peripheral devices.

Performs other related duties as assigned.

EMPLOYMENT STANDARDS:

Possession of:

A valid and appropriate California Driver's License with a driving record that meets the County Office of Education's insurance requirements.

Knowledge of:

Computer operating systems, peripheral compatibility, and software installation

Information systems technology and its emerging trends and developments

Software application programs including, spreadsheets, word processing applications, and basic database management

Computer practices, procedures, documentation and typical causes of end-user downtime

Routine maintenance methods, procedures, and techniques used to ensure proper performance of equipment and applications

WiFi networks and basic LAN principals

Proper office methods, practices, and procedures

Basic record-keeping procedures

Principles of training and customer service

Proper English usage, punctuation, spelling, grammar, and sentence structure

Ability to:

Analyze and diagnose malfunctions and problems related to computer user applications and equipment and take corrective action

Learn principles of new types of peripheral equipment and software applications commonly used with computer systems

Understand the technical components of operating systems, utility programs, software applications, and peripheral equipment used in maintaining substitute staffing, student enrollment, and instructional program efficiency.

Work effectively with minimal supervision or with guidance from more experienced network and technical services staff

Lift objects weighing up to 25 pounds

Maintain records and documents

Communicate effectively orally using tact, patience, and courtesy

Write clear instructions for users with varied levels of computer literacy

Understand and apply technical instructions, materials, and resource publications related to network problems

Establish and maintain effective work relationships with those contacted in the performance of required job duties

TRAINING AND EXPERIENCE:

Generally, any combination of training and experience that could provide the required knowledge and abilities will be considered as qualifying. A typical method of demonstrating these qualifications would be:

- One year of college or university coursework in computer science, information systems, operating systems, network administration or other related fields

AND

- One year of directly related and progressive experience in technical and systems support experience including troubleshooting, installing desktop hardware software, and related peripheral equipment

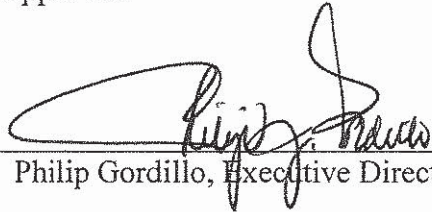
CompTIA A+, CompTIA N+, Cisco CCNA and/or other related industry certifications may be considered in lieu of the education and experience requirements.

WORKING CONDITIONS: Duties are performed indoors. During the course of work, Substitute/Relief workers are exposed to viewing desktop computer terminals for long periods. The work environment involves frequent interruptions, fast-paced deadlines and multiple priorities. Substitute/Relief workers may be required to work a flexible schedule including evening and weekend hours. Duties may require regular driving to program or school sites.

PHYSICAL DEMANDS: Must sit for long periods of time, walk to other offices, use hands and fingers to operate a desktop computer and other equipment, reach with hands and arms, stoop or kneel or crouch to plug in power cords, see clearly to read and operate desktop computer, speak clearly and distinctly to answer telephones and to provide information, hear and understand voices over the telephone and in person, and regularly lift, carry, or move objects weighing up to 10 pounds. On occasion, will move and transport objects weighting up to 25.

BARGAINING UNIT: Substitute Workers Unit

Approved:

A handwritten signature in black ink, appearing to read "Philip Gordillo", is written over a horizontal line.

Philip Gordillo, Executive Director, Human Resources

06/12/13

Date