

SANTA CLARA COUNTY OFFICE OF EDUCATION

CLASS TITLE: TECHNOLOGY SUPPORT ANALYST

BASIC FUNCTION:

Under the direction of the Manager – Network and Technical Support Services, provide technical support to the technology users of the County Office and school districts; provide hardware and software installation, configuration, maintenance and upgrades to computers, servers, mobile devices and networking equipment; provide maintenance and configuration to the Local Area Networks (LANs) and Wide Area Networks (WANs); document technical and network-related problems and resolutions; work on a variety of assignments concurrently; prioritize, advise, develop technical analyses and provide a timely resolution to customer needs.

REPRESENTATIVE DUTIES:

ESSENTIAL DUTIES:

Provides desktop support including configuring new computers, creating new user accounts, email support, printer setup, network and VOIP phone setup, software installation, analyzing issues, and working toward resolution of problems; communicate with vendors to resolve issues; provides application support.

Utilizes various tools related to imaging and IT management of computers; utilizes various open source, free and proprietary tools to maintain and diagnose desktop and network health.

Tests ports using network cable tester for connectivity; tests wireless coverage issues utilizing appropriate software; examines switches for VLAN assignments and conflicts.

Sets up mobile devices; configures email accounts and network access; troubleshoots and resolves connectivity issues.

Prepares hardware, software and procedural documentation; assists with training end users to properly use a variety of technical devices and software.

Researches solutions for users including evaluation, recommendation, and implementation of new technologies to meet their specific needs; maintains current knowledge of trends in the IT industry; assures new technologies are compatible with current County Office systems.

Performs network administration functions including creation, deletion, maintenance, and assignment of rights to users, groups and shared files.

Oversees the work of temporary contract employees; provides guidance to other assigned technology staff providing front line desktop support; trains others through demonstration and documentation of office standards.

Assists Engineers with setup and configuration of CISCO routers and switches; performs basic troubleshooting on COE and remote MDF and IDF locations.

Participates in the roll-out of new applications and technology tools; trains users of various experience levels in the use of new technologies.

Drives a vehicle to various sites to conduct work.

OTHER DUTIES:

Perform related duties as assigned.

KNOWLEDGE AND ABILITIES:

KNOWLEDGE OF:

Principles, methods and procedures applied in the operation of computers, peripheral equipment, application software, and networks.

Computer hardware, networking, operating system software and their applications.

Interpersonal skills including tact, patience and courtesy.

TCP/IP and Basic CISCO router and switches commands.

Automated desktop builds-imaging, antivirus, and malware spam tools including and assure proper maintenance and compliance of assigned tools.

Wireless applications utilized by the County Office.

Windows servers, OSX server, Linux and Unix servers.

Principles and practices of training and providing work direction to others.

Proper office methods, practices and procedures.

Research skills.

Oral and written communication skills.

ABILITY TO:

Provide technical support services of moderate to advanced difficulty to the users of the County Office and school districts.

Provide hardware and software installation, configuration, maintenance and upgrades to computers, servers, mobile devices and networking equipment.

Provide maintenance and configuration to the LANs and WANs.

Document technical and network-related problems and resolutions.

Work on a variety of assignments concurrently.

Prioritize, advise, develop technical analyses, and provide a timely resolution to customer needs.

Meet schedules and timelines.

Establish and maintain cooperative and effective working relationships with others.

Communicate effectively both orally and in writing.

Determine origin of computer or network malfunctions and resolve problems in a timely manner.

Train users in the operation of computer and associated peripheral equipment.

Plan and organize work.

EDUCATION AND EXPERIENCE:

Any combination equivalent to: Associate's degree in computer science, information systems or related field and three years of related experience in the maintenance, installation, configuration, and upgrades of hardware, software, and operating systems of microcomputers and local area networks.

LICENSES AND OTHER REQUIREMENTS:

Valid California driver's license.

WORKING CONDITIONS:

ENVIRONMENT:

Indoor environment.

Evening or variable hours.

Driving a vehicle to conduct work.

PHYSICAL DEMANDS:

Hearing and speaking to exchange information and make presentations.

Dexterity of hands and fingers to operate computer keyboard.

Seeing to perform assigned activities.

Sitting for extended periods of time.

Bending at the waist, kneeling or crouching.

Personnel Commission Approval: January 8, 2014

Revised: 9/14/22



Marisa Perry
Director III – HR / Classified Personnel Services

Date: 9/14/22