

SANTA CLARA COUNTY OFFICE OF EDUCATION
Personnel Commission

CLASS TITLE: TECHNOLOGY SUPPORT SPECIALIST

BASIC FUNCTION:

Under the direction of the Manager - Network and Technology Support Services, installs, troubleshoots, and services networked computers, tablets, iPads, multimedia equipment, specialized devices, printers, print servers and related hardware and software used in administrative and instructional environments at the Santa Clara County Office of Education (SCCOE); participates in maintaining campus networks including remote site network and data communications installation and troubleshooting.

REPRESENTATIVE DUTIES:

The following duties are examples of assignments performed by incumbents in this classification. It is not a comprehensive list of duties, nor is it restrictive regarding job assignments.

ESSENTIAL DUTIES:

Provides technical support for standard desktop/laptop computer hardware, software, and applications as well as specialized internal information systems.

Specifies, maintains, and troubleshoots basic network cable systems, including horizontal cabling, patch panels, and patch cables to support a variety of systems including VoIP phone and desktop computer connectivity.

Participates in troubleshooting to resolve network hardware and operations problems including, but not limited to, Internet access, e-mail, file and print server access, and wireless connectivity.

Performs wireless device configuration, installation, and troubleshooting.

Assists senior network staff in the setup, configuration, and troubleshooting of wired and wireless devices and systems.

With guidance from senior network staff, diagnoses local server and network communication equipment problems, installs switches, routers, and other network devices at the main SCCOE campus and remote sites.

Troubleshoots ISP connections and handoff from service-provider Customer Premise Equipment (CPE.)

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

Implements and maintains protocols and procedural controls for computer imaging systems, Mobile Device Management (MDM), and networked computer management systems.

Installs, configures, and maintains operating systems, specialized software programs, and related devices, ensuring compliance with desired program results.

Configures and supports audio-visual equipment for use in classrooms, conference rooms, meetings, and events; advises staff on the use of related equipment.

Assures that audio-visual and sound system equipment function properly in classrooms and before and during events and conferences.

Tests software to ensure compatibility with current operating environments and equipment capability; assures compatibility of new equipment with internal application systems and specifications required by the SCCOE.

Assists in the establishment of security guidelines and the implementation of software security programs.

Performs Active Directory (AD) administration functions including creation, deletion, maintenance, and assignment of rights to users, groups, and shared files.

Acts as liaison between end-users, vendors and SCCOE network and technical support staff to resolve hardware and software problems.

Provides one-on-one in-person and remote training; assists users in the proper operation and use of personal computers, educational technology equipment, and software applications.

Installs, repairs, and replaces networked computers and devices, monitors, keyboards, printers, specialized student communication devices, and other associated educational technology devices.

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

Assumes responsibility for the care, maintenance, and cleaning of computer and other electronic devices at all SCCOE locations, including the main SCCOE campus and remote sites.

Researches and recommends viable system alternatives, products, upgrades, and services to existing user configurations.

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

Documents hardware and software configuration and utilization issues, resolving them independently or referring them to appropriate staff or outside vendors as needed.

OTHER DUTIES:

Perform related duties as assigned.

KNOWLEDGE AND ABILITIES:

KNOWLEDGE OF:

Desktop computer and mobile device operating systems, including Windows 10, macOS, iOS, and Android platforms.

User applications including Microsoft Office Suite, Adobe Acrobat and Creative Cloud, Google Apps, Exchange Mail, and web browsers.

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

Video, multimedia, and specialized assistive learning device installation, configuration, diagnostics and repair.

WiFi networks and basic LAN principals.

Malware and other threats, including phishing attacks, worms, ransomware, identity spoofing, viruses, and Trojans.

Risk, threat assessment, and incident response processes and practices.

End-user security education, including best practices for password management and risk and threat identification.

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:

Install, configure, and troubleshoot networked computer workstations and mobile devices.

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.

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

Learn principles of new types of adaptive technology devices, video and multimedia equipment, and software applications commonly used with computer systems.

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

Identify a variety of security threats and deliver basic user training about security issues.

Write clear instructions for users with varying levels of computer literacy.

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

Maintain records and documents.

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

Communicate effectively orally using tact, patience, and courtesy.

EDUCATION AND EXPERIENCE:

Any combination equivalent to: Two years of college or university coursework in computer science, information systems, operating systems, network administration or a related field and two years of technical and systems support experience including troubleshooting and installing desktop hardware, software, and related equipment.

LICENSES AND OTHER REQUIREMENTS:

Valid California driver's license.

A driving record that meets the SCCOE's insurance requirements.

Preference may be given to individuals who hold one or more of the following certifications:

CompTIA A+

CompTIA Network+

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 a computer keyboard.

Seeing to perform assigned activities.

Sitting for extended periods of time.

Bending at the waist, kneeling or crouching.

Lift, carry, or move objects weighing up to 25 pounds.

Approved by Personnel Commission: January 8, 2014

Revised: 09/11/19



Jonathan Muñoz
Director - HR/Classified Personnel Services

Date: 09/11/2019