

**SANTA CLARA COUNTY OFFICE OF EDUCATION**  
**Personnel Commission**

**CLASS TITLE: SCHOOL SITE TECHNOLOGY SUPPORT SPECIALIST**

**BASIC FUNCTION:**

Under direction, performs a variety of technology support duties of routine complexity and scope for SCCOE school sites involving the installation, maintenance, and replacement of classroom hardware and software technologies.

**REPRESENTATIVE DUTIES:**

**ESSENTIAL DUTIES:**

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

Provides support to instructional staff in the technology-related components of online assessments.

Identifies classroom bandwidth issues and performs basic troubleshooting; escalates issues to higher level SCCOE technical staff as necessary.

Maintains inventories and records of delivery and installation of site and classroom hardware, software, and related technology equipment and systems.

Monitors services requests for site technology related issues; documents incremental work steps and service request resolution.

Trains school site staff members on new software, hardware, and related procedures.

Creates documentation to improve classroom staff use of technology-related tools and technology integration in classroom activities.

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

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

Under supervision, performs user administration functions, including creation, deletion, maintenance, and assignment of rights for users and groups to applications and shared files.

Acts as liaison between end-users and other SCCOE Technology Services Branch (TSB) staff to resolve hardware and software problems.

Assists Network Analyst and/or Network Engineer in the setup, configuration, and troubleshooting of LAN and Wi-Fi devices and systems.

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

**OTHER DUTIES:**

Perform related duties as assigned.

**KNOWLEDGE AND ABILITIES:**

**KNOWLEDGE OF:**

Computer operating systems and software installation.

Standard 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.

Wi-Fi 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 instructional programs.

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

Lift objects weighing up to 25 pounds.

Maintain records and documents.

Communicate effectively orally and in writing 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 computer and software problems.

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

**EDUCATION AND EXPERIENCE:**

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

OR

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

**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.

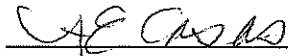
Sitting for extended periods of time.

Bending at the waist, kneeling or crouching.

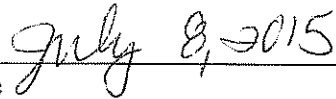
Lift, carry, or move objects weighing up to 10 pounds.

On occasion, will move and transport objects weighting up to 25 pounds.

Personnel Commission Approval: July 8, 2015



Adriana E. Casas  
Supervisor, Classification & Recruitment  
Classified Personnel Services

  
Date

