

CALAVERAS UNIFIED SCHOOL DISTRICT
3304 Highway 12 - P. O. Box 788
San Andreas, CA 95249
209/754-2300

JOB TITLE: *Technology Support Specialist I*
WORK YEAR: *260 Days*

JOB DESCRIPTION:

Under the direction of the Technology Coordinator, provide technical assistance to district employees in the use of computer workstations, district standard software applications, computer peripherals, and network information resources; troubleshoot and resolve the most common technical problems.

ESSENTIAL JOB TASKS:

1. Troubleshoot and resolve the most common technical problems either on the telephone or at the user's location.
2. Refer for additional help if the problem requires advanced knowledge.
3. Install computer workstations and printers (both local and networked), including peripherals, district standard software applications, and networking hardware and software; configure workstations based on standard configurations.
4. Perform various end-user support activities that may include providing up-to-date information to the end-user on the effective use of computer resources and training users on standard software applications.
5. Perform research for special projects or specific problems which cannot be resolved using a decision tree; use outside resources (e.g., technical bulletin boards and support lines) to supplement information available within the district; coordinate with other technical personnel to arrive at optimum solutions; apply district standards in developing and documenting solutions that support end-user productivity.
6. Evaluate hardware and software alternatives to determine if applicable for use in the district environment; test new hardware, software, configurations, and processes to ensure minimal impact to the quality and integrity of overall district system.
7. Perform basic network administration functions, such as adding or deleting users, applying security restrictions to user accounts, and assigning trustee directory assignments; perform user administration and basic troubleshooting of district's standard e-mail application; lift, move, re-position, and connect light to moderately heavy network and workstation equipment components.
8. Maintain documentation on district workstation and network resources including user information, server and workstation configurations, network cabling, and trouble logs; perform processes and executes utilities which trend server and network statistics over time; operate a vehicle to conduct work.
9. Work with school improvement initiatives that close student achievement gaps between racial, ethnic, and economic groups by working with all of the diverse communities.

KNOWLEDGE/SKILLS/ABILITIES:

1. Problem solving skills.
2. Technical expertise on workstation hardware and district supported software, local area networks (LAN), network operating systems, network cabling topologies, and industry standards and practices.
3. Methodologies for managing technical change on a proactive basis.
4. Operation of a computer and related hardware and software.
5. Oral and written communication skills.
6. Documentation of procedures and maintenance. Health and safety regulations.
7. Extensive PC, mobile device, and other network device experience using a broad range of computer hardware and software.
8. Must be able to work in a manner and at a time so as not to interfere with customer productivity.
9. Effectively work with program managers and site personnel.
10. Meet state and district standards of professional conduct as outlined in Board Policy.
11. High school diploma.
12. Hold a valid California driver's license, and provide personal automobile and proof of insurance.
13. Must be available for mandatory overtime during critical times.

PHYSICAL

- **Standing/Walking:** Frequently; throughout school sites.
- **Sitting:** Frequently; at desk or computer while completing tasks as required.
- **Lift/Carry:** Frequently, 1-5 lbs.; manuals, computer parts and components, Occasionally up to 25 lbs.; and Seldom up to 57 lbs. Computers and their components. Overhead reaching may be required.
- **Push/Pull:** Occasionally up to 31 pounds.
- **Climbing:** Occasionally; using 1-2 step ladder to reach upper shelves.
- **Bending/Twisting:** Frequently; at waist/knees/neck while retrieving materials and equipment on upper and lower shelves.
- **Kneeling/Crouching:** Occasionally; while assessing and repairing computers.
- **Hands/Arms:** Constantly; in reaching/handling/grasping/fingering while repairing computers, keyboarding, filing, etc.
- **Sight:** Constantly; in reading, sorting, identifying computer materials, etc.; visual requirements include visual acuity in near and mid-range vision.
- **Speech/Hearing:** Frequently; in answering questions and determining needs of students and staff and other users of computer equipment in person and over phone.

MENTAL

- Ability to communicate effectively orally and in writing, and work easily with staff and students when under stress of multiple tasks or frequent interruption.
- Frequent mental alertness, attention to detail, and accuracy required in repairing and identifying cause of problems with computer and other technology.
- Must be able to work independently and follow through on all tasks.

- Must be able to plan and prioritize work to handle multiple tasks and requests.
- Must be able to use logic and organizational skills to prepare, assign, and maintain repairs an accurate and orderly manner.
- Ability to work with students, staff members, and public.
- Must be able to read/write/speak English and possess basic mathematical skills.

SALARY: Placement on the CSEA Salary Schedule, Range I

The information contained in this job description is for compliance with the American with Disabilities Act (A.D.A.), and is not an exhaustive list of the duties performed for this position. Additional duties are performed by the individuals currently holding this position and additional duties may be assigned.

Board Approved: October 25, 2022