

MONTEREY COUNTY OFFICE OF EDUCATION

TECHNOLOGY SUPPORT SPECIALIST I

Classification: Classified

Salary Level: 39.5

DEFINITION:

The Technology Support Specialist is an entry level position responsible for providing basic technology support in the operation, maintenance and repair of personal computers, software, peripherals, and their related network applications and instrumentation. This position will provide on-line support using helpdesk knowledge base; install and configure personal computer equipment and necessary software applications; provide basic training to individuals and small groups; work at various sites to troubleshoot basic problems with workstations, mobile devices, printers and software; maintain records in the assigned helpdesk system; assist with the administration of office information systems; communicate with office and site support staff on technical issues and perform related duties as required.

SUPERVISOR:

Service Desk Manager

POSITION(S) SUPERVISED:

None

QUALIFICATION REQUIREMENTS:

To perform a job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed in the job description are representative (not an exhaustive list) of the knowledge, skills and/or abilities required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential duties of the position.

DISTINGUISHING CHARACTERISTICS:

Positions in this classification are distinguished from Technology Support Specialist II by the level of expertise required in desktop support and network maintenance. This position requires expertise in desktop system troubleshooting and maintenance but only the most basic capacity for troubleshooting of network connectivity issues.

ESSENTIAL DUTIES:

The following is a list of duties that is representative of the position that includes but is not limited to:

- Provides telephone, online and desktop support services to maintain optimum system operations
- Installs software on new and used Windows and Macintosh systems and configures networked applications
- Sets up and configures new and existing instructional and administration Windows and Macintosh

- computers utilizing device imaging tools such as PXE (SCCM) or Netboot (DeployStudio)
- Performs preventative maintenance on hardware and software
- Performs basic Active Directory user creation, password reset, group assignment, and account unlock operations
- Installs and performs basic configuration of VOIP devices
- Assists with application administration in terms of user accounts and other configurations and maintenance
- Troubleshoots and resolves computer and printer problems including virus/malware infections
- Responds to hardware and software service requests and inquiries about equipment and operational procedures in a timely and efficient manner
- Assists in the basic troubleshooting, maintenance, upgrades, and security of MCOE's various Local Area Networks
- Assists users with cell phone and mobile device setup and troubleshooting, in accordance with office technical support and BYOD policies
- Escalates unsolved trouble calls to appropriate technical personnel based on established escalation criteria
- Operates and maintains a variety of equipment including computers, printers, and peripherals
- Performs various data processing tasks, including the execution of predefined queries, system routines, and printing/reporting processes, such as Payroll and Accounts Payable, for educational and business information systems
- Operates data processing equipment, including optical scanners, printers, folders, backup drives and other auxiliary equipment as needed
- Assists with the design and implementation of training programs of MCOE and district staff, students and parents in the proper use of computers, data systems, online resources and related technology
- Maintains records on all computer installations and technology service requests; maintains equipment and software inventory
- Works with vendors on software and hardware installations, troubleshooting, administration, maintenance, and with financial institutions on the transmission, troubleshooting and correction of data files
- Reviews and communicates hardware and software requirements
- Assists in the preparation of manuals, policies, forms and other documents, as well as web page content and other forms of media needed to enhance user understanding and participation
- Provides assistance for technology initiatives as needed
- Attends various web-based and other training sessions as required
- Performs other related duties as required

PHYSICAL AND MENTAL CHARACTERISTICS

Physical, mental and emotional stamina to perform the duties and responsibilities of the position; manual dexterity sufficient to write, use the telephone and business machines; vision sufficient to read printed materials; hearing sufficient to conduct in-person and telephone conversations; speaking ability in an understandable voice with sufficient volume to be heard at normal conversational distance or on the telephone; physical mobility sufficient to move about the work environment (office and location) and drive an automobile; physical strength to lift a minimum of 40 pounds; physical stamina sufficient to sit for prolonged periods of time; mental acuity to collect and interpret data, evaluate, reason and define problems, establish facts, draw valid conclusions, make valid judgments and decisions.

REQUIRED QUALIFICATIONS:

Education and Experience:

Any combination of education equivalent to a high school diploma, supplemented by training and/or coursework in computer and network operations; and one year of computer related experience or any combination of experience and coursework in such areas as installation, configuration, troubleshooting, and, repair of computer hardware, software and peripheral devices preferably in a networked environment.

KNOWLEDGE OF:

- Basic first tier technical support practices including methods of inquiry, testing and problem resolution
- Methods, tools and equipment used in the installation and service of hardware and software
- Basic Windows and Macintosh computer operating systems and Microsoft Office suite
- Familiarity with basic networking principals, protocols, and technologies.
- Basic individual directory/email account configuration including contact creation, forwarding, and quota changes
- Use of basic system management tools for imaging purposes
- Physical connectivity for VOIP systems and basic user setup
- Understanding of physical wiring standards including CAT-5 and fiber optics
- Office methods and equipment, including copiers, printers, and faxes
- Policies, procedures, functions and general principles of Information Technology

SKILLS AND ABILITIES TO:

- Install, troubleshoot and maintain computers, printers, and other peripheral devices
- Install and test software and hardware
- Assist with the maintenance and troubleshooting of network hardware and software
- Effectively implement problem solving techniques
- Establish and maintain effective relationships with those contacted in the course of work
- Demonstrate good interpersonal skills to work with students, teachers, administrators, supervisors, co-workers and vendors
- Instruct others in the use and care of computer technology and software
- Prepare and deliver clear and concise oral instructions
- Prepare written materials in an efficient and comprehensive manner
- Multitask and perform work independently without supervision, but also determine the seriousness of a problem that warrants escalation
- Maintain trouble ticketing database and perform associated clerical functions
- Learn new skills to keep current with technology changes
- Adapt to changing technologies and learn functionality of new equipment and systems
- Understand and carry out oral and written instructions
- Comply with the department's customer service standards, as outlined in associated policies and procedures
- Manage time effectively between multiple tasks and location, and record time utilization

- Communicate in English, clearly and concisely, both orally and in writing

DESIRABLE QUALIFICATIONS:

- Associates degree preferred but not required
- MCP/MCSE, A+, and other technical certifications preferred but not required
- Experience with school system application software
- Ability to effectively communicate in Spanish

LICENSES AND CERTIFICATIONS:

Possess and appropriate California Driver's License with evidence of insurability.