MONTEREY COUNTY OFFICE OF EDUCATION

TECHNOLOGY SUPPORT SPECIALIST II

Classification: Classified
Salary Level: 42.5

DEFINITION:

The Technology Support Specialist II is a high-level first tier support position responsible for providing advanced technology support for personal computers, software and peripheral devices, and basic to intermediate support for computer networks. This position will work at various sites to troubleshoot problems with network equipment, workstations, mobile devices, printers and software; provide intermediate on-line support using helpdesk knowledge base; provide assistance, direction and training to users and TIS staff; configure personal computer equipment and necessary software applications; 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 I by the level of expertise required in desktop support and network maintenance. This position requires advanced capacity for desktop system troubleshooting and maintenance as well as expertise in networking, including switch configuration, and problem analysis/resolution pertaining to network connectivity issues. Positions in this classification are also distinguished from Technology Support Specialist III by the level of network and server support expertise required. This position requires a lesser degree of network support expertise, has only minor involvement in basic server configuration and maintenance, and does not have any project leadership responsibilities.

ESSENTIAL DUTIES:

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

- Troubleshoots computer connectivity issues for client computers and printers, and resolves basic to

intermediate network problems.

- Installs and configures desktop and network software on new and used Windows and Macintosh systems.
- Sets up and configures new and existing instructional and administration Windows and Macintosh computers.
- Installs and performs basic configuration of network switches and hubs
- Performs preventative maintenance on hardware and software; performs basic hardware repair
- Performs account/mail contact deletion and distribution group creation for MS Exchange email system
- Escalates unsolved trouble calls to appropriate technical personnel based on established escalation criteria
- Troubleshoots network connectivity, call forwarding, and call flow management for VOIP system
- Assists users with cell phone and mobile device setup and troubleshooting, in accordance with office technical support and BYOD policies
- Assists with application administration in terms of user accounts and other configurations and maintenance
- Performs various data processing tasks, including the execution of predefined queries, system routines, and printing/reporting processes 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
- Provides training to other technology support staff.
- Reviews and communicates hardware and software requirements.
- 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
- 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 purchasing assistance to MCOE clients and interfaces with vendors for technical support purposes
- Attends various web-based and other training sessions as required
- Provides assistance for Office technology initiatives as needed
- 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:

Associate Degree in computer science or related field, supplemented by a minimum of one year of training and/or coursework in computer and network operations; and three years 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, and at least one year of networking experience.

KNOWLEDGE OF:

This position must meet all knowledge requirements of the Technology Support Specialist I at an advanced level with emphasis and distinction as follows:
- Intermediate first tier technical support practices including methods of inquiry, testing and problem resolution
- Intermediate Windows and Macintosh computer operating systems and Microsoft Office suite
- Methods, tools and equipment used in the installation and service of hardware and software
- Basic distributed file systems (DFS) and file sharing
- Basic TCP/IP protocol design, configuration, and function
- Ethernet and the related physical wiring standards including CAT-5 and fiber optics
- Open Systems Interconnection (OSI) model
- Current computer network technology, basic industry-standard networking principles and basic understanding of networking tools and protocols account/mail contact deletion, distribution group creation
- Intermediate VOIP system administration including network connectivity, call forwarding and call flow management
- The use of various network management tools, techniques, applications and systems
- Policies, procedures, functions and general principles of Information Technology
- Office methods and equipment, including copiers, printers, and faxes

SKILLS AND ABILITIES TO:

- Install, troubleshoot and maintain computers, printers and other peripheral devices
- Assist with the installation and configuration of network and server-based application software
- Install and test software and hardware
- Perform basic maintenance and troubleshooting of network hardware and software
- Troubleshoot connectivity issues for client computers
- Assist with the installation and configuration of server-based solutions including Terminal Services, web-based application services, and other emerging technologies
- Effectively implement problem solving techniques
- Demonstrate good interpersonal skills to work with students, teachers, administrators, supervisors, co-workers and vendors
- Establish and maintain effective relationships with those contacted in the course of work
- Prepare and deliver clear and concise oral instructions
- Maintain trouble ticketing database and perform associated clerical functions

- Instruct others in the use and care of computer technology and software
- Communicate in English, clearly and concisely, both orally and in writing
- Adapt to changing technologies and learn functionality of new equipment and systems
- Learn new skills to keep current with technology changes
- Understand and carry out oral and written instructions
- Manage time effectively between multiple tasks and location, and record time utilization
- Comply with the department's customer service standards, as outlined in policies and procedures
- Multitask and perform work independently without supervision, but also determine the seriousness of a problem that warrants escalation
- Prepare written materials in an efficient and comprehensive manner

DESIRABLE QUALIFICATIONS:

- A+, MCP/MCSE 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.