

**WILLOWS UNIFIED SCHOOL DISTRICT
JOB DESCRIPTION**

CLASS TITLE: TECHNOLOGY SUPPORT TECHNICIAN

Classification: Range 42

BASIC FUNCTION:

Installs, modifies, and makes minor repairs to personal computer hardware and software systems and provides technical assistance and training to system users by performing the duties listed below. Assists in the maintenance and support of LAN and WAN networking systems.

REPRESENTATIVE DUTIES:

- Individual positions may not perform all of the duties listed nor do these examples include all responsibilities of positions in this class.
- Assist in maintenance and repair of all district technology equipment.
- Assist in maintenance of district-wide support programs such as student information systems, cafeteria accounting systems, other third-party systems, email, and district-wide web pages.
- Installs or assists service personnel in installation of hardware and peripheral components such as monitors, keyboards, printers and disk drives on user's premises.
- Loads specified software packages such as operating systems, word processing or spreadsheet programs into computer.
- Enters commands and observes system functions to verify correct system operation.
- Responds to client inquiries concerning systems operation and diagnoses system hardware, software and operator problems.
- Assist teachers with educational technology needs and requests.
- Maintain inventory of technology equipment and materials.
- Assist in communication of district technology processes and practices developing user skills and knowledge regarding computer technology.
- Instructs users in use of equipment, software and manuals.
- Recommends or performs minor, remedial, and routine actions to correct problems.
- Replaces defective or inadequate hardware and/or software packages.
- Refers major hardware problems to service personnel for correction.
- Coordinates activities with help desk, network services or other information systems groups.
- Provides updates, status and completion information to manager, problem request tracking system and/or users, via voice mail, e-mail or in-person communication.
- Perform related duties as assigned.

KNOWLEDGE AND ABILITIES:

KNOWLEDGE OF:

Centralized information system management.

Computer system training techniques.

Project management and data conversion techniques.

Correct English usage, grammar, spelling, punctuation, and vocabulary.

Interpersonal skills using tact, patience, and courtesy.

Technical aspects of field of specialty.

Operation of mainframe, network and personal computer systems.

ABILITY TO:

Work well with others with emphasis in effective communication.
Analyze, install, maintain and troubleshoot computer systems, programs and software.
Provide technical user support assistance.
Operate network and personal computer hardware and software systems.
Troubleshoot and resolve routine technology problems.
Understand and follow oral and written instructions.
Communicate effectively both orally and in writing.
Establish and maintain cooperative and effective working relationships with others.
Meet schedules and timelines.
Work independently with minimal direction.
Analyze situations accurately and adopt an effective course of action.
Lift, carry, push and pull heavy objects up to 50 lbs.

EDUCATION AND EXPERIENCE:

Any combination equivalent to: high school diploma or equivalent; and increasingly responsible experience in computer installations, operations, troubleshooting and repair work preferred.

LICENSES AND OTHER REQUIREMENTS;

Valid California Driver's License

WORKING CONDITIONS:

ENVIRONMENT:

Indoor environment.
Driving a vehicle to conduct work.
Incumbents in this class may be required to respond to emergency calls in the case of catastrophic events.

PHYSICAL DEMANDS:

Dexterity of hands and fingers.
Walk and sit for extended periods of time.
Bending at the waist, kneeling or crouching.
Reaching overhead, above the shoulders and horizontally.
Move heavy objects.

Board Approved: October 13, 2022