

SANTA CRUZ COUNTY OFFICE OF EDUCATION

TECHNOLOGY SUPPORT TECHNICIAN

DEFINITION

Under direction of the assigned administrator, provide the Santa Cruz COE with technology support, including installation, diagnosis, maintenance support and training; provide installation, diagnosis, maintenance and training support for the Santa Cruz COE's telecommunications, audio/visual and networking environments.

SUPERVISION EXERCISED

Exercise no supervision over County Office staff.

EXAMPLES OF IMPORTANT AND ESSENTIAL DUTIES

Install, test, and maintain all network wiring and network connectivity within the Santa Cruz COE's local area network.

Assist administrative and instructional users in the preparation of technology hardware and software specifications.

Support and maintain the local and regional linkages for voice, video, and data communication.

Make recommendations of equipment to ensure compatibility and compliance with Santa Cruz COE's equipment standards.

Perform installation, training, and troubleshooting of technology equipment.

Provide technical assistance to Santa Cruz COE personnel as assigned.

Perform on-site diagnosis and repair of problems pertaining to technology and telecommunication equipment, or recommend replacement.

Install and maintain data communication hardware, software, and cabling.

Maintain networking telecommunications and audio/visual equipment and operations.

Maintain and audit device hardware inventory and assets.

Act as an informational source for emerging technologies and equipment, and make recommendations and procurements.

Serve as project manager and partner with vendors through audio/visual, network, and/or hardware installation projects.

Provide assistance in managing, documenting and training on the Santa Cruz COE's local and wide area networks and computing environment.

Create documentation on processes and procedures of end-users and internal team.

Maintain confidentiality of data information.

EXAMPLES OF IMPORTANT AND ESSENTIAL DUTIES (CONTINUED)

Perform related duties and responsibilities as assigned.

JOB RELATED AND ESSENTIAL QUALIFICATIONS

Knowledge of:

Principles and practices of data processing and networked computing.

Installation, diagnosis, maintenance and updating of various computer and network systems including Mac, Windows, iOS, Chrome and Android platforms.

Standard diagnostic utilities for personal computers.

Mobile Device Management systems such as JAMF, intune, etc.

Network Standards and various transfer and communication protocols, such as Ethernet, TCP/IP, FTP, DHCP, DNS, etc.

Effective customer service techniques.

Telecommunication concepts, including the working knowledge of wireless networking, routers, Ethernet switches, Ethernet local area networks, and wide area networks.

Google Workspace, Active Directory and Voice over IP (VoIP) is highly desirable.

Audio/Visual techniques including steaming hardware and mixing boards.

Emerging technologies and trends, including smartphones, tablet computers, and cloud computing.

Skill and Ability to:

Operate modern office equipment including computers, printers, fax, network, and audio video equipment.

Operate a motor vehicle safely.

Train personnel in the principles and techniques of microcomputer usage on the Windows platform, Mac Apple, and Google Chromebooks as well as other systems and technologies.

Analyze and evaluate computer problems, as well as wired and wireless data communication related problems and effectively implement solutions.

Learn and understand new technologies.

Operate diagnostic equipment and programs such as nmap, WireShark, Ethernet cable tester, etc.

Prepare, install, and test Ethernet network cabling.

Work with higher level internal and external positions.

Skill and Ability to (Continued):

Provide positive, effective and timely customer service to a user base with a wide range of skill sets and needs.

Communicate clearly and concisely, both orally and in writing.

Plan and organize work to meet schedules and timelines.

Work under limited supervision within a broad framework of standard policies and procedures.

Exercise good judgment, flexibility, creativity, and sensitivity in response to changing situations and needs.

Establish, maintain and foster positive and harmonious working relationships with those contacted in the course of work.

Be courteous and maintain a neat and clean appearance, and demeanor at all times.

EDUCATION AND EXPERIENCE

Any combination equivalent to experience and training that would provide the required knowledge, skills, and abilities would be qualifying. A typical way to obtain the knowledge, skills, and abilities would be:

Education:

Completion of two years of college.

Experience:

Two years of experience in an information technology environment is preferred.

Additional technical experience of a similar nature may be substituted on a year-for-year basis for the two years of college.

Experience in on-sight installation, diagnosis, maintenance, training, and repairing of problems pertaining to all facets of microcomputer and data communications equipment.

Experience in the installation and testing of network cabling systems, including: Ethernet and structured twisted pair cabling.

License or Certificate:

Possession of, or ability to obtain, a valid California driver's license and appropriate vehicle operation insurance.

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 of the knowledge, skills, and abilities required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

SPECIAL REQUIREMENTS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. Essential duties require the following physical skills and work environment:

Ability to travel to different sites and locations with own vehicle (eligible for mileage reimbursement).

While performing the duties of this job, the employee is regularly required to stand and to sit, use hands to finger, handle or feel; reach with hands and arms; stoop, kneel or crouch; talk and hear. Frequently required to walk; occasionally required to move, carry, lift, up to 50 pounds, and occasionally may be required to move, carry or lift up to 70 pounds with assistance. Occasionally may work in confined spaces and be exposed to dust. Specific vision abilities required by this job include close vision and distance vision.

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