

SANTA CRUZ COUNTY OFFICE OF EDUCATION

TECHNOLOGY SUPPORT TECHNICIAN

DEFINITION

Under direction of the Network Manager, provide the SCCOE with microcomputer technology support, including installation, diagnosis, maintenance support and training; provide installation, diagnosis, maintenance and training support for the SCCOE'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 SCCOE's local area network. Technologies may include: Ethernet, wireless, fiber optic cable, and other future technologies.

Assist administrative and instructional users in the preparation of microcomputer 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 SCCOE's equipment standards.

Perform installation, training, and troubleshooting of microcomputer equipment.

Provide technical assistance, to SCCOE personnel as assigned.

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

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

Maintain telecommunications and audio/visual equipment and operations.

Act as an information source for emerging technologies and equipment procurement.

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

Maintain confidentiality of data information.

JOB RELATED AND ESSENTIAL QUALIFICATIONS

Knowledge of:

Principles and practices of data processing and networked computing.

Various computer and network operating systems including Windows XP, Windows 7 and Windows networking.

Standard diagnostic utilities for personal computers.

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

Effective customer service techniques.

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

Microsoft Outlook, Exchange, Windows Server 2003 & 2008, Active Directory and Voice over IP (VoIP) is highly desirable.

Emerging technologies and trends, including smartphones and tablet computers.

Skill and Ability to:

Operate modern office equipment including computer equipment.

Operate a motor vehicle safely.

Train personnel in the principles and techniques of microcomputer usage on the Windows platform as well as other systems and technologies.

Analyze and evaluate microcomputer problems, as well as data communication related problems and effectively implement solutions to those problems.

Learn 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.

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.

Skill and Ability to (Continued):

Plan and organize work to meet schedules and time lines.

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.

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 experience in an information technology environment involving microcomputers and telecommunication support.

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, an appropriate, valid driver's license.

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 work in a standard office environment with some ability to sit, crouch, stoop, squat, crawl, lift a 55 pound box of computer paper, and travel to different sites and locations.

Approval Date: February, 1998.

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