long
beach
unified
school
district

COMPUTER SUPPORT TECHNICIAN

JOB SUMMARY

Under general supervision, configure, install, test, maintain, troubleshoot and repair local (LAN) and wide (WAN) area networks, computer systems and peripheral equipment; provide training to District personnel in the proper operation and care of hardware, software and peripheral equipment using Windows or Apple operating systems; perform related duties as assigned.

EXAMPLES OF DUTIES

The classification specification does not describe all duties performed by all incumbents within the class. This summary provides examples of typical tasks performed in this classification.

- Configure, install, test, maintain, troubleshoot and repair local (LAN) and wide (WAN) area networks, computer systems and peripheral equipment to assure proper operation and prevent service interruptions. *E*
- Set up and configure computers and peripheral equipment in a classroom, individual workstation or learning laboratory; load operating systems and applications. *E*
- Perform on-site troubleshooting and repairs; run diagnostic programs; upgrade equipment and software; verify software licensing; order and install replacement components; assure District-wide standards are upheld. *E*
- Perform a variety of administration activities on Novell and Apple operating systems such as creating email accounts, adding and changing user ID's, passwords and printers; troubleshoot network cabling and equipment to provide user connectivity. *E*
- Detect and repair or remove viruses, adware, spyware and other malicious software using anti-virus and spyware removal software and techniques. *E*
- Retrieve and recover data from crashed or damaged hard drives using data recovery software or other tools. *E*
- Provide training and technical user support assistance to District personnel in the proper operation and care of hardware, software and peripheral equipment using Windows and Apple operating systems; provide technical information and perform demonstrations as requested. *E*
- Perform office systems and software analysis; audit and examine data resulting from computer operations and software performance to determine if current operations and software meet changing user needs. E
- Create backup and restore procedures for end users; instruct users on how to perform file server backups to disk or tape in accordance with applicable procedures; perform file server backups as needed; monitor disk space. E

- Participate in the evaluation and testing of hardware and software for purchase by the District; provide recommendations to administrators regarding replacement of computers and peripheral equipment; prepare related purchasing documents as assigned by the position. *E*
- Communicate with administrators, District staff and vendors to coordinate activities, exchange information and resolve issues and concerns; provide advice regarding proper placement and infrastructure needs for new equipment installation and the movement of existing equipment. *E*
- Prepare and maintain records of assigned work orders and work performed; enter and update computerized service tickets; prepare routine reports related to assigned activities. *E*
- Operate a variety of testing equipment and hand tools used in the maintenance, diagnosis and repair of computer equipment. *E*
- Drive a District-issued or personal vehicle to various District sites to conduct work; transport computers and peripheral equipment from site to site as necessary. *E*
- Attend and participate in meetings, conferences and seminars related to computer technology to maintain current knowledge of technological advances in the field. *E*
- Train and provide work direction and guidance to support staff and student workers as assigned by the position.
- Create, update and troubleshoot web pages as assigned by the position.
- Work with mainframe emulation software as needed.

Note: At the end of some of the duty statements there is an italicized "E" which identifies essential duties required of the classification. This is strictly for use in compliance with the Americans with Disabilities Act.

DISTINGUISHING CHARACTERISTICS

An incumbent in the Computer Support Technician classification will be in continuous contact with the user community conveying information regarding District software, hardware, computers and peripheral equipment. Incumbents provide a variety of technical services in the installation, configuration, diagnosis and repair of computer hardware, software, local and wide area networks and peripheral equipment. Incumbents may be assigned to the Information Services department or provide dedicated support to a school site or District department. Incumbents in these positions are expected to maintain a level of expertise in evolving technologies via ongoing training.

EMPLOYMENT STANDARDS

Knowledge of:

Operation, maintenance, troubleshooting, diagnosis and repair of computer hardware, software and peripheral equipment.
Materials, methods and tools used in the operation, maintenance and repair of computer hardware, software and peripherals.
Software applications and operating systems utilized by the District including Windows or Apple.

Network server systems such as Novell and Apple.
Standard local and wide area network operations and maintenance.
General components and capabilities of network switches, routers, Wi-Fi, servers and cabling.
General principles and techniques of troubleshooting and systems analysis.
Interpersonal skills using tact, patience and courtesy.
Oral and written communication skills.
Record-keeping and basic report preparation techniques.

Ability to:

Troubleshoot and resolve problems with computer hardware, software, networks and peripherals.
Provide training and technical assistance to District personnel in the proper operation and care of hardware, software and peripheral equipment.
Understand and apply technical instructions, materials and resource publications to pragmatic problem solving.
Operate a variety of tools and equipment utilized in the operation and repair of computer systems.
Observe legal and defensive driving practices.
Communicate effectively both orally and in writing.
Establish and maintain cooperative and effective working relationships with others.
Exercise independent judgment and initiative within established guidelines.
Meet schedules and time lines.
Prioritize and complete work with many interruptions.
Work independently to complete daily work assignments.
Maintain records and prepare routine reports.

Education and Training:

Associate of Arts degree including course work in computer science, electronic technology or a closely related field.

OR

A+ certification.

Experience:

Two years experience in the installation, maintenance and repair of computer hardware, software and peripheral equipment in a networked environment. Experience in an organization with a network having a minimum of 30 servers is desirable.

Any other combination of training and experience that could likely provide the desired skills, knowledge or abilities may be considered.

SPECIAL REQUIREMENTS

Positions in this class require the use of a personal automobile and possession of a valid California Class C driver's license.

Applicants for this classification will be required to obtain and submit, at his/her own expense, his/her current motor vehicle driving record at the time of appointment. The record must meet and be maintained at the District's safe driving standard. Failure to meet this requirement will result in the disqualification and/or rejection of the applicant regardless of any other standing.

WORKING ENVIRONMENT

Indoor work environment.
Driving a vehicle to conduct work.
Working in a cramped or restrictive work chamber.

PHYSICAL DEMANDS

Dexterity of hands and fingers to operate hand tools, computer keyboards and other specialized equipment.
Hearing and speaking to exchange information.
Reaching overhead, above the shoulders and horizontally.
Lifting, carrying, pushing or pulling heavy objects weighing up to 50 pounds.
Sitting or standing for extended periods of time.
Bending at the waist, kneeling or crouching.
Good visual acuity.
Climbing ladders and working from heights.

AMERICANS WITH DISABILITIES ACT

Persons with certain disabilities may be capable of performing the essential duties of this class with or without reasonable accommodation, depending on the nature of the disability.

APPOINTMENT

In accordance with Education Code Section 45301, an employee appointed to this class must serve a probationary period of six months during which time an employee must demonstrate at least an overall satisfactory performance. Failure to do so shall result in the employee's termination.

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