CLASS TITLE: TECHNOLOGY SPECIALIST

BASIC FUNCTION:
Under the direction of the Director-Technology Services, perform a variety of technical duties involved in the installation, configuration, maintenance, troubleshooting, diagnosis and repair of computer hardware, software, peripherals and network systems.

REPRESENTATIVE DUTIES:
ESSENTIAL DUTIES:
Install, set up, configure, modify and maintain computer hardware, software and peripherals to assure the smooth running of computer work stations and systems; respond to work orders and user requests for service; install, upgrade and update computer software and applications as needed.

Inspect, troubleshoot, diagnose and resolve hardware, software, application, peripheral and network system malfunctions; install, configure, maintain and repair a variety of peripherals and network components such as servers, cabling, switches and printers as required.

Prepare computer equipment for staff and student use; install software and hardware and observe and test elements of the computer for evidence of incorrect performance; connect work stations to network server; configure computers for network, internet and database connectivity.

Provide technical training to District personnel concerning the operation of computer hardware, software, peripherals, and telephones; respond to inquiries and provide detailed and technical information concerning related practices, procedures and applications.

Prepare, pack, load, transport and unload new computer equipment for installation at various District sites; remove and dispose of or recycle obsolete equipment.

Provide assistance to District computer users with resolving hardware and software malfunctions; receive telephone calls and electronic correspondence concerning technology problems and malfunctions; provide general troubleshooting, determine type of request and provide solutions.

Monitor and maintain computer system security; run and update anti-virus programs as needed; implement anti-virus solutions and security patches; remove adware, spyware and run related programs and applications from computer work stations.

Install, configure, modify and maintain telephone equipment, components, cabling and devices; inspect, troubleshoot, diagnose and resolve telecommunication problems and malfunctions.

Prepare backup data files in accordance with established procedures; perform emergency data recoveries as needed.

Communicate with personnel and various outside agencies to exchange information and resolve issues or concerns.

Operate a variety of computers, servers, peripherals and specialized software; utilize various hand tools, meters and testers; drive a vehicle to conduct work.

Monitor inventory levels of computer supplies and equipment; assist with ordering and maintaining adequate inventory levels of supplies; contact vendors to discuss and obtain product information, and receive assistance with resolving computer hardware and software malfunctions as needed.

Inspect computer equipment and determine need for outside assistance and repairs; arrange for and follow up on repairs, warranty services, upgrades and replacements as needed.

Maintain a variety of records related to work orders, repairs, computer equipment, software and assigned activities; maintain and update software licensing information.

Maintain current knowledge of technological advances in computer hardware and software; research solutions to complex technology issues; assist with coordinating the purchase of computer hardware and software.

Collaborate with various departments and personnel in determining technology and related training needs; assist departments with selecting and integrating computer programs and components.

Install, set-up and assure proper operation -visual equipment and systems as assigned; demonstrate and train personnel concerning the usage of various audio-visual equipment.

OTHER DUTIES:
Perform related duties as assigned.

KNOWLEDGE AND ABILITIES:
KNOWLEDGE OF:
Practices, procedures and techniques involved in the installation, configuration, maintenance, troubleshooting, diagnosis and repair of computer hardware, software, networks and peripherals.
Computer hardware systems and software applications utilized by the District.
Principles, methods and procedures of operating computers and peripheral equipment.
Database structures, on-line applications and system capabilities of the District's computer systems.
Materials, methods and tools used in the operation and repair of computer systems.
Manual instructions, sufficient to enable quick and accurate diagnosis of difficulties.
Oral and written communication skills.
Interpersonal skills using tact, patience and courtesy.
Technical aspects of field of specialty.
Record-keeping techniques.

ABILITY TO:
Install, configure, modify and maintain computer hardware, software, networks and peripherals to assure the smooth running of computer work stations.
Investigate, troubleshoot, diagnose and repair hardware, software and network malfunctions.
Provide technical training and support to technology users concerning computer hardware and software operations, issues and malfunctions.
Install, update and configure various software and applications on computers.
Monitor, maintain and assure security of computer systems.
Meet schedules and time lines.
Operate computers and peripheral equipment properly and efficiently.
Maintain various records related to work performed.

Understand and follow oral and written instructions.
Work independently with little direction.
Communicate effectively orally and in writing.
Establish and maintain cooperative and effective working relationships with others.
Maintain regular and consistent attendance.

EDUCATION AND EXPERIENCE:
Any combination equivalent to sufficient experience, training and/or education to demonstrate the knowledge and abilities listed above. Typically, this would be gained through: graduation from high school supplemented by college-level course work in computer science or related field and two years experience involving the installation, maintenance and repair of computer hardware, software and peripherals.

LICENSES AND OTHER REQUIREMENTS:
Valid California driver's license.

WORKING CONDITIONS:
ENVIRONMENT:
Office environment.
Driving a vehicle to conduct work.

PHYSICAL DEMANDS:
Dexterity of hands and fingers to operate a computer keyboard.
Hearing and speaking to exchange information.
Seeing to view a computer monitor and read a variety of materials.
Sitting or standing for extended periods of time.
Lifting, carrying, pushing or pulling moderately heavy objects as assigned by the position.
Bending at the waist, kneeling or crouching.
Reaching overhead, above the shoulders and horizontally.

Approved by Personnel Commission: *09/19/2007*