

INFORMATION SERVICES SUPPORT TECHNICIAN

Grade 17

Purpose Statement

The job of Information Services Support Technician is done for the purpose/s of maintaining, implementing, and modifying technological systems to a safe and functional operating condition; resolving immediate operational and safety concerns; performing minor computer system and peripheral repair; assisting with the purchase, installation, and maintenance of computing systems throughout the District; and providing in-service and technical support for users of computing systems and peripherals throughout the District.

This job reports to Director of Information Systems

Essential Functions

- Attends meetings as assigned (e.g., unit meetings, workshops, etc.) for the purpose of conveying and gathering information required to perform functions.
- Installs a wide variety of equipment (e.g., computer hardware, peripherals, network equipment, application software, etc.) for the purpose of maintaining safe and effective district and site operations.
- Inventories computer parts, supplies, and materials for the purpose of establishing an inventory of items commonly required to repair and maintain systems.
- Prepares written materials (e.g., work order reports, inventory control, procedures, etc.) for the purpose of documenting activities, providing recorded references, and conveying information.
- Procures equipment, supplies, and materials for the purpose of maintaining availability of required items and completing jobs efficiently.
- Repairs technology systems as assigned (e.g., computers, peripherals, network equipment and software, etc.) for the purpose of ensuring District technology systems are operational.
- Requests quotations for hardware and software, as assigned (e.g., printer replacement, computer monitors, etc.) for the purpose of providing cost information, purchasing, and securing items.
- Researches work-related topics (e.g., availability of system upgrades, new technology solutions for schools, costs of equipment, etc.) for the purpose of remaining current within the field and making recommendations to the District.
- Responds to inquiries from stakeholders (e.g., equipment failure, software problems, technology needs, etc.) for the purpose of ensuring the smooth and continued operation of technology within the District.
- Transports a variety of items (e.g., equipment, supplies, etc.) for the purpose of providing materials at job site or to bring equipment in for repairs.
- Troubleshoots malfunctions of computer hardware and software applications (e.g., equipment failures, software upgrades needed, etc.) for the purpose of determining appropriate actions to maintain technology operations.

- Upgrades systems (e.g., computers, peripherals, network equipment, software applications, etc.) for the purpose of meeting the technology needs of the users.

Marginal Functions

- Performs other related duties as assigned for the purpose of ensuring the efficient and effective functioning of the work unit.

Job Requirements: Minimum Qualifications

Skills, Knowledge and Abilities

SKILLS are required to perform multiple, technical tasks with a need to periodically upgrade skills in order to meet changing job conditions. Specific skill-based competencies required to satisfactorily perform the functions of the job include: adhering to safety practices; preparing and maintaining accurate records; and utilizing pertinent software applications.

KNOWLEDGE is required to perform algebra and/or geometry; read technical information, compose a variety of documents, and/or facilitate group discussions; and solve practical problems. Specific knowledge-based competencies required to satisfactorily perform the functions of the job include: concepts of electronics; current generation operating systems; network protocols; and client computer systems.

ABILITY is required to schedule activities, meetings, and/or events; gather and/or collate data; and consider a variety of factors when using equipment. Flexibility is required to work with others in a wide variety of circumstances; work with data utilizing defined and similar processes; and utilize equipment under a variety of conditions for multiple purposes. Ability is also required to work with a diversity of individuals and/or groups; work with similar types of data; and utilize a wide variety of types of job-related equipment. Problem solving is required to identify issues and create action plans. Problem solving with data requires independent interpretation of guidelines; and problem solving with equipment is significant. Specific ability-based competencies required to satisfactorily perform the functions of the job include: displaying mechanical aptitude; adapting to changing work priorities; establishing effective working relationships; communicating with diverse groups; being attentive to detail; and working under time constraints.

Responsibility

Responsibilities include: working under limited supervision following standardized practices and/or methods; leading, guiding, and/or coordinating others; monitoring budget expenditures. Utilization of some resources from other work units may be required to perform the job's functions. There is a continual opportunity to have some impact on the organization's services.

Work Environment

The usual and customary methods of performing the job's functions require the following physical demands: significant lifting, carrying, pushing, and/or pulling, frequent stooping, kneeling, crouching, and/or crawling and significant fine finger dexterity. Generally, the job requires 30% sitting, 35% walking, and 35% standing. The job is performed under conditions with some exposure to risk of injury and/or illness and in some varying atmospheric conditions.

Experience: Job related experience with increasing levels of responsibility is desired.

Education (Minimum): Two or more years of computer related course work at the college level or equivalent work experience in the computer field; preferably including experience with: Apple, Microsoft, Google and Novell products.

Equivalency: 4 years of experience, extensive work-related experience with increasing levels of responsibility.

Required Testing

None Specified

Continuing Educ. / Training

None Specified

FLSA Status

Non-Exempt

Certificates and Licenses

California Driver's License

Clearances

Criminal Background Clearance

Physical Capacities Test Clearance

Tuberculosis Clearance

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential responsibilities and functions of the job and are not meant to be all inclusive. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential responsibilities and functions of the job.