

TECHNOLOGY SERVICES SUPPORT SPECIALISTDEFINITION

Under direction of the Chief Technology Officer, to perform analytical and technical work in support of technology services, including help desk responsibilities, to research, compile, and analyze data; to perform complex and responsible secretarial work; and to relieve the Chief Technology Officer of a variety of administrative and office detail.

EXAMPLES OF DUTIES

Receive and screen telephone calls, referring callers or responding to questions from staff on various technological problems, analyze, assist and/or escalate the problem as appropriate; prioritize emergency situations and direct inquiries to appropriate personnel; prepare monthly reports including a summary of the type of problems and proposed potential remedy; prepare documents such as Help Desk Guide for others to use; may maintain and update District web pages as required; maintain department calendars, including the Chief Technology Officer's calendar and computer laboratory schedule and assist in computer labs set-up; perform secretarial functions; generate and monitor all software licenses, subscriptions, memberships and contracts; maintain inventory of department equipment and stock, and maintenance contracts; address department correspondence as necessary; may maintain and process fiscal and personnel records and transactions, including personnel evaluations, payroll, and attendance; may assist in the preparation of the budget and monitor budget expenditures, including processing requisitions, purchase orders and work orders; make arrangements for meetings; attend meetings, taking summary notes as required, and following up on action items; establish and maintain files; compile a variety of information for the presentation of departmental reports and records; may prepare contracts/consultant agreements; apply District and other appropriate policies and procedures; and perform related duties as required.

QUALIFICATIONSKnowledge of

Microcomputer (PC and MAC platforms) and K-12 school district computer application, including the district in-house data systems; Local- and Wide-Area Networks concepts; problems and solutions diagnosis of software and hardware; operation and troubleshooting techniques; principles of organization and record keeping; modern office practices and equipment, including computer operations/word processing/ spreadsheet/publication and presentation software; correct English, grammar, spelling and punctuation.

Ability to

Diagnose and provide assistance in solving software problems; differentiate hardware versus software problems; work independently and prioritize work effectively, but also determine the seriousness of a problem that warrants escalation; communicate effectively via telephone with tact, patience and courtesy; establish and maintain cooperative working relationships; write clear and concise reports and documents; maintain accurate records; develop and maintain a help desk database; understand and follow oral and written instructions; understand complex procedures; input, retrieve and maintain data in a variety of formats; collect and analyze data and prepare reports and

correspondence; coordinate a variety of secretarial tasks, determining the relative importance of each; interpret and apply written policies and procedures; keep complex records and files; work independently; read and write at a level appropriate to the duties of the position; make mathematical computations; establish and maintain cooperative working relationships; effectively communicate orally and in writing; type at a net corrected speed of 60 words per minute.

Experience

Four years of progressively responsible experience in any combination of secretarial and computer related work that has provided the applicant with the knowledge and abilities listed above.

Education

Equivalent to the completion of the twelfth grade, supplemented by courses in office automation and computer applications. AA degree preferred.

Physical Performance Requirements

Frequent sitting, standing or walking much of the time with some bending, stooping, squatting and twisting. Lifting of office supplies and other work related materials occasionally involved. Weight of materials will vary, but generally be of less than twenty pounds.

Licenses

Possession of a valid and appropriate California Driver's License, if required.

Board Approved: March 13, 2007, effective April 1, 2007

Revised: April 25, 2013, Board Approved April 8, 2014

Revised: October 1, 2015