TECHNOLOGY SPECIALIST

DEFINITION

Under general supervision, to perform installation and routine maintenance work on all instructional and administrative computing devices and networking hardware; and to perform related work as required.

EXAMPLES OF DUTIES

Assemble, install, and configure new and existing mobile, computing and related peripheral equipment; install software on new and existing systems; routine maintenance of computers and related peripheral equipment; under supervision setup and configure servers at school sites; research and modify scripts to automate tasks for efficiency; install parts to upgrade or repair computers; provide basic desktop support services to maintain optimum system operations including preventative maintenance; perform routine maintenance of the District and school Local, Wide Area and wireless Networks (LAN and WAN); respond to hardware and software service requests; troubleshoot computer and printer problems; create computer images and distribute these images; order repair parts; report wear/damage on equipment and recommend replacement if repair is not possible; pick up and deliver computer systems from and to District sites; visit school sites to perform upgrades or services of computers systems, presentation systems, and related peripheral equipment; maintain inventory files and control, including shipping and receiving of service parts; maintain service and repair records and related clerical tasks; and perform related work as required.

QUALIFICATIONS

Knowledge of
    Operation and maintenance of computing and related peripheral equipment; installation and operation of software; working knowledge of computing systems and network technology and appropriate safety precautions and procedures.

Ability to
    Install computing equipment and create images, configure printers and other peripheral devices; install and test software and hardware; diagnose defects in equipment and perform maintenance functions; maintain accurate records and inventory; read and use technical procedure manuals and media; communicate clearly; follow oral and written instructions; establish and maintain cooperative working relationships with those contacted in the course of work; and describe technical problems to others to determine appropriate action.

Experience
    One year of increasingly responsible experience or any combination of experience and coursework in such areas as installation, configuration, maintenance and operations of computing systems and related software and peripheral equipment preferably in a networked environment.

Education
Equivalent to the completion of the twelfth grade, supplemented by specialized course training in the maintenance and operation of personal computers or two years skilled experience.

Physical Performance Requirements
Considerable standing or walking, requiring some bending, stooping, squatting and twisting. Lifting of computers, printers, network appliances and repair materials often involved. Weight of materials will vary, with employee regularly lifting and maneuvering 20 to 30 pounds and occasionally lifting and maneuvering up to 50 pounds, generally with assistance. May work on irregular surfaces or at heights above the ground.

Licenses
Possession of a valid and appropriate California Driver's License.

Board Approved: September 8, 1987
Revised: February 11, 1997
Revised: December 12, 2000, effective January 1, 2001
Revised: December 10, 2002, effective January 1, 2003
Revised: March 13, 2007, effective April 1, 2007
Revised: October 10, 2018;
Board Approved: November 8, 2018
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