

Del Norte County Unified School District

Position Description

Position: Computer Support Technician I	Salary Range: 117
Department/Site: Various	FLSA: Non-exempt
Reports to/Evaluated by: Principal	

Summary

Provides help desk and technical support to workstations and personal computers. Participates in installation and configuration of personal computer hardware and software on. Receives and reviews help requests and provides technical support over the phone or in person to personal computer users on common microcomputer and hardware and software problems. Receives and sets up new and refurbished computers.

Distinguishing Career Features

The Technical Support Specialist I is the first in a multi-level career path for generalist technical support to personal computer workstations. At level I incumbents are expected to respond to inquiries and assist personal computer users with routine instruction and troubleshooting of common software and I/O problems. At level II, the position is capable of troubleshooting a variety of computer workstation and computer-to-network problems, basic network operations and diagnosis, computer security, formal training in common software, hardware diagnostics, or basic telecommunications setup and configuration.

Essential Duties and Responsibilities

- Receives calls and personal inquiries regarding questions and problems associated with usage of basic personal computer software. Handles calls efficiently and on a timely basis.
- In one-to-one situations either in person or by telephone or other media, instructs users to resolve problems on the use of common business and educational software such as learning tools, word processing, spreadsheet, databases, and graphics.
- Instructs users on how to resolve common hardware problems, including those relating to transmission of printed and electronic documents.
- Maintains hardware equipment through periodic cleaning, testing, and repairs.
- Maintains inventory records of computers and related equipment maintenance activities performed.
- Maintains computer checkout and verification procedures.
- Maintains and monitors licensing of all software used at the school site.
- Sets up new computers and peripheral equipment. Delivers computer hardware to offices, classrooms, and labs. May assist computer users with file transfer and configuration of new and refreshed computers.

- Develops and maintains up-to-date documentation supporting assigned and related areas of responsibility.
- Performs other duties as assigned that support the overall objective of the position.

Qualifications

▪ Knowledge and Skills

Requires basic technical knowledge of personal computer operations related to common office productivity software and hardware. The position requires basic knowledge of the electronic and electrical components found in personal computers, including the terminology. Requires basic knowledge of the steps, techniques, and complexities associated with setting up and configuring new computers, connecting to networks, the relationship and use of input and output components. Requires sufficient human relation skills to conduct one-on-one instruction and technical assistance over the phone and in person on the use and application of common software.

▪ Abilities

Requires the ability to perform all of the relevant duties of the position with general supervision. Requires the ability to demonstrate the ability to prioritize and complete work assignments to meet schedules and deadlines. Must be able to operate a variety of computer terminals, printers, and peripheral equipment. Requires the ability to understand and analyze common technical problems and apply appropriate solutions. Requires the ability to read, understand and apply information from technical manuals. Requires the ability to document steps for troubleshooting and solving workstation (personal computer and software) problems and solutions in a readable format.

▪ Physical Abilities

Requires ambulatory ability to move to various office and classroom-type locations and to reach to grasp personal computer equipment. Requires sufficient hand eye coordination and dexterity to make small component connections. Requires sufficient visual acuity to read technical documents and view computer screens. Requires sufficient auditory ability to carry on routine conversations. Requires the ability to lift (less than 40 pounds), push, and pull objects of medium weight (less than 75 lbs.) on an occasional basis.

▪ Education and Experience

Any combination equivalent to: An Associates degree with course work in computer hardware and software components, operating systems, and data communications software, plus one year of experience in a computer hardware/software user support environment.

▪ Licenses and Certificates

May require a valid driver's license.

▪ Working Conditions

Work is performed indoors where some, yet minimal safety considerations exist from physical labor and handling of medium weight, yet, awkward materials, and working with equipment that connected to electrical sources.