

BURBANK UNIFIED SCHOOL DISTRICT

CLASS TITLE: ADULT SCHOOL TECHNOLOGY SUPPORT SPECIALIST II

BASIC FUNCTIONS:

Under the direction of an assigned supervisor, install, modify and repair computer hardware and software systems; provide technical assistance and training to system users; install, configure and troubleshoot computer networks and associated assemblies.

REPRESENTATIVE DUTIES:

Load software packages, including but not limited to, operating systems, word processing packages, spreadsheet programs, instructional packages, network management and diagnostic software, into stand-alone computers, servers and individual machines.

Install and repair hardware and peripheral components such as monitors, keyboards, printers, network cards, CD-ROMS and disk drives; install and repair server-based peripherals, including but not limited to, disk arrays, firewalls, etc.

Install, upgrade, and configure network printing, directory structures, rights, security, firewalls, messaging systems, internet and web applications and other software on file servers.

Perform network troubleshooting to isolate and diagnose network problems.

Enter commands and observe system functions to verify correct system operation; instruct users in use of equipment, software, network and manuals.

Establish network users, user environment, directories, and security for networks being installed.

Keep abreast of new software, hardware and networking product developments and computer networking/utilization strategies.

Upgrade network hardware and software components as required.

Replace and reconfigure defective or inadequate hardware and software packages.

Answer inquiries in person and via telephone, fax and e-mail concerning system operation; diagnose system hardware, software and operator problems; recommend or perform remedial actions to correct problems.

Provide users with network technical and diagnostic support.

Respond to the needs and questions of users concerning their access of resources on the network.

Inspect computer equipment and prepare computers for delivery and installation.

Train and provide work direction to Technology Support Specialist I's and other technical personnel as assigned.

Prepare and maintain a variety of records, files and reports; maintain confidentiality of information related to students and personnel.

Perform related duties as assigned.

KNOWLEDGE AND ABILITIES:

Knowledge of:

Technical aspects of field of specialty (ie: Apple, Windows NT, Novell, Lennox servers);

Methods, equipment and materials used in installation and repair of hardware and software systems, networks and the peripheral components;

Modern office practices, procedures and equipment;

Safety measures and precautions;

Methods, equipment and materials used in the maintenance and repair of technology equipment.

Proper methods of storing equipment, materials and supplies;

Basic purchasing procedures, terminology and inventory control and warehousing methods and procedures;

Telephone technique and etiquette;

Oral and written communication skills;

Correct English usage, grammar, spelling, punctuation and vocabulary;

Interpersonal skills using tact, patience and courtesy.

Financial and statistical record-keeping techniques.

Organizational skills and public relations techniques.

Ability to:

Read, analyze, interpret, apply and explain rules, regulations, policies and procedures related to position.

Interpret an extensive variety of technical instructions in mathematical or diagram form and deal with several abstract and concrete variables.

Gather, assemble, organize and prepare data from various sources.

Communicate effectively both orally and in writing.

Analyze situations accurately and adopt an effective course of action.

Work cooperatively and effectively with others.

Lift objects weighing up to 80 pounds using safe and proper methods and/or equipment. Move objects weighing over 80 pounds using safe and proper methods and/or equipment.

Operate equipment used in the repair and service of computer equipment.

Read and use mechanical diagrams.

Meet schedules and timelines.

Plan and organize work.

Train and provide work direction to others.

Work confidentially with discretion.

Add, subtract, multiply, divide and perform algebra and geometry calculations quickly and accurately.

Understand and follow oral and written directions.

Complete work with many interruptions.

Maintain records and prepare reports.

EDUCATION AND EXPERIENCE:

Any combination equivalent to: graduation from a two year college and at least two years experience; college-level or certificate level coursework in computer science desirable.

LICENSE AND OTHER REQUIREMENTS:

Certified Network Engineer or Microsoft Certified Engineer (or equivalent with District approval) required within first twelve months of employment; possession of a valid California drivers' license required.

WORKING CONDITIONS:

School and office and outdoor environment; subject to lifting, climbing, noise and exposure to fumes and chemicals; frequent travel throughout the district.

11/07