

BURBANK UNIFIED SCHOOL DISTRICT

CLASS TITLE: TECHNOLOGY SUPPORT SPECIALIST II

BASIC FUNCTIONS:

Under the direction of an assigned supervisor, install, modify, maintain, administrate, upgrade, diagnose, troubleshoot, configure and repair computer hardware, software, networks and technology related items. Provide technical assistance and training to system users.

REPRESENTATIVE DUTIES:

Install, modify, maintain, administrate, upgrade, diagnose, troubleshoot, configure, and repair software packages, including but not limited to, operating systems, anti-virus and anti-spy-ware, testing, software, productivity packages, library database/client, instructional packages, network management and diagnostic software, into networked computers, servers and individual machines.

Install, modify, maintain, administrate, upgrade, diagnose, troubleshoot, configure, and repair hardware and peripheral components, including but not limited to monitors, keyboards, printers, network cards, CD-ROMS, disk drives, hard drives, PDA's, scanners, digital projectors, UPS units, backup devices, clustering services, disk arrays etc.

Install, modify, maintain, administrate, upgrade, diagnose, troubleshoot, configure, and repair network systems, including but not limited to printing, directory structures, backup systems, and other critical systems; restore files as necessary, directory services, preferences, shares, rights, security, group policies, district web pages, messaging systems, internet and web applications and other related software.

Integrate new servers, workstations and peripherals into existing environments.

Enter commands and observe system functions to verify correct system operation. Instruct users in use of technology related equipment, hardware, software, networks and manuals.

Keep abreast of new software, hardware and networking product developments and computer networking/utilization strategies; evaluate and advise on acquisition of new software and hardware.

Verify proper operations including analysis, documentation, and testing of computer systems or programs.

Diagnose, troubleshoot, repair, replace, install, and reconfigure defective, inadequate, or new technology related cables, jacks, terminators or related items.

Answer inquiries in person, telephone, fax and/or email. Diagnose system hardware, software and operator problems; recommend or perform remedial actions to correct problems.

Provide users with technical and diagnostic support.

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

Work with vendors as necessary.

Perform other duties as assigned related to the job description.

KNOWLEDGE AND ABILITIES:

Knowledge of:

Technical aspects of field of specialty (ie: Apple, Microsoft, Novell, Linux systems);

Methods, equipment and materials used in installation, maintenance, administration and repair of hardware, software, operating 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 50 pounds using safe and proper methods and/or equipment.

Move objects weighing over 50 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, design 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.

Attend meetings, conferences and workshops as needed.

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 Systems Engineer and/or Comp TIA's A+ certification (or equivalent with District approval) required within first twelve months of employment; possession of a valid California drivers' license required.

WORKING CONDITIONS:

School office and outdoor environment; subject to lifting, climbing, noise and exposure to fumes and chemicals, electrical currents and electromagnetic fields (EMF); regular travel throughout the district.

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