

BURBANK UNIFIED SCHOOL DISTRICT

CLASS TITLE: USER SUPPORT SPECIALIST

BASIC FUNCTION:

Under the direction of the Director of Information Technology and Education Support or assigned administrator, this individual provides first-level hardware and software technical and user support to school sites and administrative personnel; ability to work independently with little supervision; ability to provide user support and training to staff.

REPRESENTATIVE DUTIES:

- Provides basic desktop support services to users, including instructional and administrative personnel in a high volume help desk to maintain optimum system operations.
- Effectively communicate step-by-step instructions via the telephone and site visits.
- Utilize a variety of software applications to prepare documents incorporating text, graphs, charts, database-driven information, scanned objects, and graphics.
- Maintains and updates minor software and hardware issues.
- Maintains and updates work order system.
- Assists with the computer installation process.
- Assists with the receiving, inventory and asset database process
- Organizes and prepares software application documentation.
- Assist personnel with the use of hardware, software, and updates.
- Prepares user support documentation.
- Troubleshoots computer and printer problems via the phone, site visit, and remotely.
- Works with vendors on initial software and hardware troubleshooting, administration and maintenance.
- Prioritizes and completes work within required deadlines.
- Provides helpdesk support with District technology rollouts as needed.
- Remotely diagnose and resolve end-user software issues as it relates to the server.
- Keep abreast of new software, hardware and networking products as it pertains to the development of desktop systems.
- Provide users with technical server and diagnostic support; respond to the needs and questions of users concerning their access of resources of servers on the network.
- Prepare and maintain a variety of records, files and reports; maintain confidentiality of information related to students and personnel.
- Ensure compliance with federal, state and local electronic codes and appropriate safety procedures.
- Perform duties as related to the job description.

KNOWLEDGE AND ABILITIES:

KNOWLEDGE OF:

- Methods, tools and equipment used in the support and service of hardware and software; Windows and Macintosh computer operating systems
- Microsoft Office suite or other word processing, spreadsheet, desktop publishing and database management software
- Modern office methods, practices, and procedures; current computer technology; basic industry-standard networking principles; current help desk principles.
- Telephone technique and etiquette;
- Oral and written communication skills;
- Correct English usage, grammar, spelling, punctuation and vocabulary;
- Interpersonal skills using tact, patience and courtesy.
- Organizational skills and public relations techniques.
- Methods, equipment and materials used in installation and repair of hardware and software systems, networks and the peripheral components;
- Federal and State laws, along with District's policies related to information access and confidentiality.
- 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 including but not limited to cost comparison research, terminology and inventory control, warehousing methods and procedures;

ABILITY TO:

- Ability to work with a project timeline and work flow for timely completion.
- Analyze first-level and mid-level technical problems, evaluating alternatives, and recommending effective courses of action.
- Read, analyze, interpret, apply and explain rules, regulations, policies and procedures related to position.
- 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 or independently under time constraints.
- 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 network maps and diagrams for the purpose of diagnosis.
- Meet schedules and timelines.
- Plan and organize work.
- Directs work to proper resources.
- Work confidentially with discretion.
- Add, subtract, multiply, divide and perform algebraic and geometric 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 or university or at least three years of experience in first-level technical support and end-user support.

LICENSE AND OTHER REQUIREMENTS:

A+ Certification or equivalent with District approval required within twelve months of employment and must be maintained; Network+ Certification or equivalent with District approval required within twelve months of employment and must be maintained; Microsoft Certification in Microsoft Windows or equivalent with District approval required within twelve months of employment and must be maintained; possession of a valid California drivers' license required.

WORKING CONDITIONS:

Office, shop environment, and school site; subject to lifting, climbing, noise and exposure to fumes and chemicals; seldom travel throughout the district.