MODESTO CITY SCHOOLS

Job Description

COMPUTER TECHNICIAN II

<u>OVERALL RESPONSIBILITY</u>

Under general supervision, <u>work independently to provide comprehensive end-user support serving district staff and students by determining appropriate workstation solutions involving hardware, software, network, connectivity, telephone and audio/visual equipment problems for all district computer devices; quote, install, configure, customize and test multi-platform hardware and various software applications for district staff and students; provide in-servicing to district staff and students; maintain, update and troubleshoot client/server-based applications; utilize server-based software to apply and monitor settings, programs and operating systems updates.</u> ~~install, administer, maintain and repair computer and networking systems, peripherals, and data communication equipment; diagnose related problems; and install and upgrade systems applications software.~~

<u>SPECIFIC RESPONSIBILITIES</u>

1. <u>Install</u> ~~technology hardware, including computers,~~ <u>and configure networked devices, (e.g., computers, printers, projection devices such as smartboards, tablets, district cell phones, cabling, and peripheral~~s <u>communications equipment).</u>~~and network equipment~~; install software <u>and configure microcomputers to support electronic mail; troubleshoot mail access problems. *E*</u> ~~including operating systems and application software as directed.~~

2. ~~Assist with~~ <u>Participate in</u> the installation<u>, upgrade and maintenance of networks, including but not limited to, operations, moves, changes, trouble detection/correction, path testing, and general maintenance. *E*</u> ~~of networking hardware and software including server operating systems and network management software~~.

3. Work with users/departments to determine reporting needs ~~in order~~ to build databases to accomplish desired record keeping, queries and reports <u>as related to core systems (i.e., computer inventory, basic SIS and ERP/QCC reports, etc.). *E*</u>

4. Work with specialized <u>applications, such as</u> library catalog system<u>, educational applications, etc., in</u> providing network and workstation support as directed. *E*

5. Use network monitoring system to ensure highest possible levels of network "uptime" and maximum network throughput<u>; install, configure, and maintain specialized software that supports a variety of departments, such as in academics and business; test software to ensure compatibility with the current operating environment and hardware capability. *E*</u>.

6. ~~Assist users in using computers, terminals and printers.~~

7. ~~Identify equipment malfunctions and perform repairs.~~

8. ~~Schedule and perform regular routine maintenance on all District computers, peripherals and data communications equipment.~~

9. ~~Maintain warranty information for all District computer hardware and software.~~

10. ~~Maintain a log of all hardware serviced, repaired and loaned.~~

11. ~~Maintain a log of all hardware and software installed.~~

12. ~~Assist users in problem determination and solutions on site, remotely and via Help Desk.~~

13. ~~Order and install replacement parts for district computers, printers and peripherals.~~

6. <u>Provide one-on-one end-user training as needed in a variety of technical situations; provide a variety of routine to complex support to instructional and administrative users to assist them in making effective use of all areas of software, such as: multimedia presentation systems, computer hardware, standard and specialized software peripheral equipment, devices and other technology tools. *E*</u>

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7. Set up and run regularly scheduled and ad hoc production jobs and system backups according to schedules and systems operations instructions. *E*

8. Participate in troubleshooting to resolve network hardware and operations problems, including but not limited to, connectivity, internet access, electronic mail and file servers. *E*

9. Work with district staff, vendors and department teams to troubleshoot and resolve IT problems, to implement projects and replace hardware and software; organize and as directed, provide leadership for workstation installation. *E*

10. Update existing security software on networks and workstations as needed; test existing operating systems and personal computers for potential viruses and security problems; work to ensure no virus, malware or other security issues or problems. *E*

11. Develop and maintain up-to-date documentation supporting assigned and related areas of responsibility including inventory and software licenses; assist with maintenance of inventory of district devices and spare parts to include warranty information. *E*

12. Receive and resolve advanced user "help desk" calls; document calls and initiate work repair orders; provide troubleshooting of user problems with common desktop software, accessing databases, network and networked equipment and e-mail. *E*

13. Monitor, maintain, prioritize, respond to and resolve technical support requests for hardware/software issues via help desk tickets, in person, by phone call/message or e-mail (remotely); provide users with instruction on areas of network login/logout, passwords, e-mail, drive mappings, desktop icon management administration and instructional applications. *E*

14 Troubleshoot and perform various technical computer and peripheral repair duties, including but not limited to, diagnosing failures and isolating faulty parts, ordering, repairing or replacing parts, and verifying and testing for correct operation. *E*

15. Create and deploy images for computer labs and develop scripts to automate processes; build custom images for lab areas; install, test and configure applications and new software functionalities to applicable servers and platforms; configure virtual machines. *E*

16. Install and configure workstations to networks; connect workstations to servers and participate with others to connect with District-wide networks; set up employee accounts, application accounts, etc. *E*

17 Assist in the development and compliance of policies, procedures, configuration standards and problem resolutions as appropriate for the District. *E*

18. Create, maintain and implement various asset management-related databases for the purpose of managing warranty parts and replacements, online trouble reporting and discipline-specific applications; generate and process database reports as requested by district staff. *E*

19. Develop effective training materials and documentation related to the repair and/or use of district devices. *E*

~~14.~~ 20. Maintain participation in CA DMV Assessment System/Automatic Pull Program.

~~15.~~ 21. Effectively communicate and maintain cooperative relationships with those contacted during the course of work.

~~16.~~ 22. Perform other related duties as assigned.

SALARY

Classified Unit Salary Schedule

COMPUTER TECHNICIAN II (continued)

QUALIFICATIONS
   Knowledge/Ability
     Minimum Requirements:
       ~~Knowledge of the operation and limitations of computer systems and related equipment.~~
       ~~Knowledge of computer operating systems, applications software packages and their use.~~
       ~~Knowledge of networking hardware and software including server operating systems and network management software.~~
       ~~Working knowledge of the Internet as it relates to networking protocols and topologies.~~
       ~~Working knowledge of Microsoft Access.~~
       ~~Ability to perform equipment maintenance and to determine cause of malfunctions and make repairs without supervision.~~
       Knowledge of methods, techniques and tools for the installation and configuration of hardware, operating systems, software and peripherals.
       Knowledge of documentation procedures.
       Knowledge of research techniques, methods and procedures applicable to the work.
       Knowledge of standard help desk functions, policies and procedures.
       Ability to conduct effective training sessions for small and large groups of end users.
       Ability to respond calmly, efficiently and creatively to last-minute and emergency. equipment needs and malfunction calls from district staff and administrators.
       Ability to maintain confidentiality.
       Ability to train and aid others.
       Ability to establish priorities and balance responsibilities for multiple activities to ensure timely, high-quality results.
       Ability to obtain accurate and complete information from users to identify their needs and problems and develop responses and solutions.
       Ability to work on projects and critical repairs with deadlines and under pressure.
       Ability to understand, interpret, explain and apply detailed technical information.
       Ability to produce effective training materials and documents using industry standards and best practices.
       Ability to work on and resolve escalated tickets, requiring root cause analysis and problem-solving skills.
       Knowledge of practices and methods of systems and network administration and maintenance, including procedures for establishing network connectivity.
       Knowledge of data and file structures, database systems, operating systems and hardware for problem identification and analysis as well as the ability to troubleshoot errors in system operation and initiate repairs.
       Knowledge of typical classroom audio/visual equipment (projectors, media players, control panels, etc.
       Ability to work with a minimum of supervision.

   Experience
     Minimum Requirements:
       ~~Three (3) or more years' computer and related equipment repair experience.~~
       ~~One (1) or more years networking and related equipment experience.~~
       ~~One (1) or more years utilizing Microsoft Access.~~
       Four (4) or more years progressively responsible experience including support of large-scale multiple site desktop environments, in the design, development, implementation, troubleshooting and maintenance of enterprise infrastructure systems and technologies.

     Desirable Qualifications:
       ~~Experience with TCP/IP networking protocol.~~
       ~~Experience with DOS, Windows, Macintosh and network environments.~~
       ~~Experience with web page development.~~
       Six (six) or more years progressively responsible experience in a school setting, or at the district level including support of large-scale multiple site desktop environments, in the design, development, implementation, troubleshooting and maintenance of enterprise infrastructure systems and technologies.

   Education
     Minimum Requirements:
       High School diploma or General Education Development (GED) Certificate or California High School Proficiency Examination (CHSPE) Certificate.
       ~~Successful completion of a fundamental computer literacy course.~~
       ~~Successful completion of an accredited repair course.~~

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QUALIFICATIONS (continued)

Education (continued)
Desirable Requirements:
Graduation from an accredited four-year college or university with a bachelor's degree in computer science or information systems, or an associate degree and journey-level experience working with computer hardware and software in a technical capacity; or an equivalent combination of training and experience.

License
Valid California Driver's License.

Certificate
Minimum Requirement:
Must provide a DMV printout within five (5) work days of offer of employment.

Physical Requirements
With or without the use of aids:
Sufficient vision to read small print.
Sufficient depth perception to work on computers and related equipment.
Sufficient hearing to hear normal and telephone conversations.
Ability to speak in an understandable voice and with sufficient volume to be heard at a normal conversation distance and on the telephone.
Sufficient dexterity to manipulate small objects, print or write legibly, or use a computer.
Sufficient physical ability to sit or stand for prolonged periods of time.
Sufficient physical ability to reach horizontally and vertically with arms.
Sufficient physical ability to lift and carry fifty (50) pounds.

REPORTS TO:

~~Director~~ Chief Technology Officer, Information and Educational Technology Services or designee

~~Board Approved: 1/18/00~~
~~Revised: 10/30/03~~

~~Cabinet Approved: 6/12/12~~
~~Unit Approved: 12/12/12~~
Board Approved: 1/14/13

Cabinet Approved:
Unit Approved:
Board Approved: