

SEQUOIA UNION HIGH SCHOOL DISTRICT

Job Description

JOB TITLE	Technology Maintenance Specialist I
ADMINISTRATIVE RELATIONSHIP	Under the direction of the Chief Technology Officer or designee
CLASSIFICATION	Classified Maintenance and Operations
REQUIREMENTS	<p>EXPERIENCE Two years of experience in technical support working environment or a technical call center with desktop operating systems, network concepts, and remote access.</p> <p>EDUCATION Equivalent to graduation from high school.</p> <p>LICENSE Comp TIA A+ certification or ability to obtain within one year of hire.</p>
SALARY SCHEDULE	Classified M&O Salary Schedule I – 17.5
WORK YEAR/HOURS	12 months / 7.5 hours
LOCATION	District Office
BOARD APPROVAL	June 22, 2022

BASIC FUNCTION

Under the direction of an assigned supervisor, the Technology Maintenance Specialist I provides technical support and problem solving assistance for a diverse range of users regarding the operation and maintenance of hardware and software applications.

DISTINGUISHING CHARACTERISTICS

The Technology Maintenance Specialist I provides reasonable and timely delivery of professional services; assists in setting-up and maintaining basic network connections and protocols as assigned; assists in resolving computer-related issues remotely or locally; and provides consultation and direction regarding applications and hardware usage.

ESSENTIAL FUNCTIONS

- Provides technical support remotely or locally to users in a reasonable, timely manner; receives and analyzes calls from remote users to determine a logical solution or routes to the appropriate staff; works with other technical personnel to determine the best solutions to resolve user's concerns.

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- Performs various end users support activities which may include assisting in the development and refinement of guidance for end users.
- Assist with Inventory hardware, software, and other technology equipment as related to assigned duties.
- Diagnoses, logs requests, monitors progress, tracks problem resolution, identifies patterns of failure, researches solutions, and resolves issues.
- Assist with basic set up of wired and wireless network equipment at site or department level as assigned.
- Maintains interfaces with District-wide computer applications and acts as a liaison between sites and Technology Information Services.
- Assist with updates to existing security software on networks and workstations.
- Tests existing systems and personal computers for potential viruses and security problems.
- Provides end users with high quality, courteous and professional customer service to ensure support fulfills the needs of the users.
- Works in conjunction with other technology teams, staff, and vendors to provide assistance and support to ensure the highest level of customer service possible.
- Performs other related duties as assigned that support the overall objective of the position

KNOWLEDGE OF:

- Applicable hardware and software.
- Customer service and online issue tracking.
- Computer hardware, software, and peripherals such as central processing units, servers, monitors, cables, basic network systems, printers, and other technologies.
- Functions, operations, and technology related to District financial, business, and administrative applications and related hardware and software.
- Capabilities and limitations of technical hardware and software.
- Windows, Chrome, and Macintosh-related programs and systems.
- Basic technical aspects of both wired and wireless LANs, hardware, and software.
- Accurate record-keeping techniques using current software programs
- Analytical techniques to diagnose user problems and offer corrective action.
- Remote access methods and providing support through them..
- Inventory methods and practices.
- Oral and written communication skills.
- Interpersonal skills using tact, patience, and courtesy.

ABILITY TO:

- Analyze and resolve basic technical problems related to local area network equipment.
- Install, configure and upgrade operating systems and software, using primarily standard educational, business, and administrative application practices.
- Use numerous online and other tools to solve end user problems.
- Learn new or updated computer systems/software programs to apply to current work.

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- Provide professional customer service in a high paced environment.
- Work independently with little direction.
- Plan, prioritize, and schedule work to meet schedules and timelines.
- Understand and follow both oral and written directions effectively.
- Communicate clearly using patience and courtesy in a manner that reflects positively on the organization.
- Establish and maintain effective working relationships with a diverse group of end users, coworkers, and departmental officials.
- Learn District organization, operations, policies, objectives, and goals.
- Multitask in the work environment.
- Actively participate in meeting District goals and outcomes.
- Apply integrity and trust in all situations.

Incorporated within one or more of the previously mentioned performance responsibilities, which are essential functions of this job description, are the following essential physical requirements:

- Ability to work at a desk and in meetings of various configurations.
- Ability to read a variety of materials and computer screens, and prepare/process documents.
- Ability to operate standard office equipment, computer keyboard, and other equipment necessary to complete the required duties.
- Ability to communicate so others will be able to clearly understand a normal conversation.
- Ability to understand speech at normal levels.
- Ability to bend, twist, and stoop
- Ability to reach overhead, above the shoulders, and horizontally.
- Ability to push, pull, and transport work-related materials and equipment.
- Ability to drive a vehicle to conduct business.
- Hearing and speaking to exchange and present information.
- Sitting, standing, or walking for extended periods of time.

WORK ENVIRONMENT

- Varied work environments generally encompass all types of buildings throughout the district.
- Extensive work inside of a technical environment subject to constant interruptions.