

**FRESNO UNIFIED SCHOOL DISTRICT**  
**Position Description**

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<b>TITLE:</b>	Technology Support Specialist I	<b>REPORTS TO:</b>	Assigned Supervisor
<b>DEPARTMENT:</b>	Assigned Site/Department	<b>CLASSIFICATION:</b>	Classified
<b>FLSA:</b>	Non-Exempt	<b>WORK YEAR:</b>	Varies
<b>BOARD APPROVAL:</b>	March 24, 2010	<b>SALARY:</b>	G-38/CSEA 125 Salary Schedule/

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**(Former Classification: Micro Computer Specialist/Department)**

**BASIC FUNCTION:**

Under general direction of an assigned supervisor, provide technical support and problem solving assistance for a diverse range of users regarding the operation and maintenance of hardware and software applications to provide reasonable, timely delivery of professional services; assist in setting-up and maintaining basic network connections and protocols as assigned; assist in resolving computer related issues remotely or locally; provide consultation and direction regarding applications and hardware usage.

**REPRESENTATIVE DUTIES: (Incumbents may perform any combination of the essential functions shown below. This position description is not intended to be an exhaustive list of all duties, knowledge, or abilities associated with this classification, but is intended to accurately reflect the principal job elements.)**

Provide technical support remotely or locally to users in a reasonable, timely manner; receive and analyze calls from remote users to determine a logical solution or direct to the appropriate staff; work with other technical personnel to determine best solutions to resolve user's concerns. *E*

Perform various end users support activities which may include assisting in the development and refinement of guidance for end users. *E*

Install and maintain computer system hardware, system software and other related equipment in a reasonable timely manner to support the effective operation of an assigned area; test and evaluate software for site or department use as assigned to ensure that the software is compatible with District standards. *E*

Provide one-on-one training and assistance in basic use of computer hardware and software and other related equipment in support of professional learning. *E*

Set up end user accounts and set passwords for email and district website. *E*

Inventory hardware, software and other technology equipment as related to assigned duties. *E*

Diagnose, log requests, monitor progress, track problem resolution, identify patterns of failure, research solutions and resolve issues. *E*

Set up and monitor both wired and wireless Local Area Networks (LAN) at site or department level as assigned. *E*

Maintain interfaces with District-wide computer applications and act as a liaison between sites and Information Technology Services. *E*

Troubleshoot user's computer hardware and software problems; provide solutions, guidance and recommendation to resolve issues to meet the needs of students and staff; use appropriate diagnostic software and equipment. *E*

Provide end users with high quality, courteous and professional customer service to ensure support fulfills the

needs of the customers. *E*

Serve as technical lead and provide clear direction and guidance to others needing assistance. *E*

Document all service requests accurately to ensure reasonable, timely resolutions to end users and maintain accurate data on services provided; work with Helpdesk ticketing application and other support systems as assigned. *E*

Perform related duties as assigned.

**EDUCATION AND EXPERIENCE:**

Any combination equivalent to: two years of college-level course work in computer science or related field, and two years of experience in a technical support working environment or technical call center with desktop operation systems, network concepts and remote access.

**LICENSES AND OTHER REQUIREMENTS:**

Valid California Driver's License; Microsoft Certified Desktop Support Technician (MCDST) and A+ or equivalent or ability to obtain within one year.

Special Requirement:

This position may work additional assignments including evenings and weekends to accommodate testing, support, maintenance and potential call back duty responsibilities.

**KNOWLEDGE AND ABILITIES:**

KNOWLEDGE OF:

Applicable software.

Capabilities and limitations of technical hardware and software.

Interpersonal skills using tact, patience and courtesy.

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.

Inventory methods and practices.

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

ABILITY TO:

Analyze and resolve basic technical problems related to local area network equipment.

Use of online and other tools to solve end user problems.

Provide guidance to users in application software, hardware and other related equipment.

Instruct employees on computer software and hardware.

Provide Professional Customer Service in a high paced environment.

Diagnose software and hardware problems.

Install and operate computer hardware and software.

Prepare technical material.

Establish and maintain cooperative and effective working relationships with a diverse range of people.

Work independently with little direction.

Plan, prioritize and schedule work to meet schedules and timelines.

Communicate, understand and follow both oral and written directions effectively.

Learn new or updated computer systems/software programs to apply to current work.

Communicate using patience and courtesy in a manner that reflects positively on the organization.

Actively participate in meeting District goals and outcomes.

Apply integrity and trust in all situations.

Learn district organization, operations, policies, objectives and goals.

**WORKING CONDITIONS:**

**ENVIRONMENT:**

Technology environment subject to constant distraction and interruption; driving a vehicle to conduct work; extended viewing of computer monitor; contact with dissatisfied individuals.

**PHYSICAL ABILITIES:**

With reasonable accommodations, if necessary, dexterity to operate a computer and other office equipment ; seeing to view monitors; hearing and speaking to exchange information; lifting moderately heavy objects; sitting or standing for extended periods of time; reaching overhead, above the shoulders and horizontally, kneeling, crouching or bending at the waist to retrieve or store files and equipment.

Fresno Unified School District is an Equal Opportunity Employer and reasonable accommodations are made under the American with Disabilities Act as required by law.

***E= Essential Functions***