

FRESNO UNIFIED SCHOOL DISTRICT
Position Description

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| TITLE: | Technology Support Specialist II | REPORTS TO: | Assigned Supervisor |
| DEPARTMENT: | Information Technology | CLASSIFICATION: | Classified |
| FLSA: | Non-Exempt | WORK YEAR: | Varies |
| BOARD APPROVAL: | March 24, 2010 | SALARY: | G-43/CSEA 125 Salary Schedule |

BASIC FUNCTION:

Under general direction of an assigned supervisor, mentor and work directly with other support technicians in providing effective professional technical support in an increasingly complex, local and remote environment; research, troubleshoot, analyze and resolve hardware/software problems to meet the needs of the District; lead cross-functional teams to define and develop customer problem resolution plans, tracking milestones and deliverables; oversee inbound activities into the Call Tracking System to ensure technical problems are resolved in a reasonable, timely manner.

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.)

Receive and analyze calls from remote users with computer related problems to determine a logical solution or direct to the appropriate staff; work with other support team and management to determine best solutions to resolve user's concerns. *E*

Perform various end user support activities which include assisting in the development and refinement of trainings for end users; provide guidance in basic, intermediate, and advanced use of current application software and other computer programs to provide District employees access to a variety of technical learning tools. *E*

Research, troubleshoot, analyze, and resolve customer hardware/software problems in a reasonable, timely manner to meet the needs of the sites and departments. *E*

Review and act upon daily reports of open service calls; ensure cases assigned to staff are updated regularly and users are provided follow-up on a regular basis to ensure customer satisfaction. *E*

Assist with escalated situations to resolve issues; lead cross-functional teams to define and develop customer problem resolution plans, tracking milestones, deliverables, and provide feedback to management. *E*

Develop collaborative and effective relationships with others to drive creative solutions to improve customer satisfaction. *E*

Provide backup support and ensure calls are answered in a reasonable, timely manner to meet the needs of students, staff, sites and departments. *E*

Monitor the Learner Support Inbox; identify, document and respond to requests upon receipt; accurately document calls using the call center software; maintain and update the call center database in a reasonable, timely manner for quick issue resolutions to ensure accurate data on services provided; work with Helpdesk ticketing application and other support systems. *E*

Prioritize tasks to meet deadlines; track, troubleshoot, update, forward and close customer support cases as appropriate. *E*

Mentor support technicians by cross training and providing training presentations to update skills needed to better assist sites and departments in support of professional learning. *E*

Participate and review new technical support products and deliveries; assist in generating and reviewing of technical material and bulletins. *E*

Provide end users with high quality, courteous and professional customer service. *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; three years experience in technical call center or technical support working environment including experience in desktop operating systems, network concepts and remote access; experience working with Helpdesk ticketing software; experience with TCP/IP and related network protocol.

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:

Computer hardware, software and peripherals such as central processing units, servers, monitors, cables, network systems, printers, plotters and modems.

Functions, operations and technology related to District financial, business and administrative applications and related hardware and software.

Principles, practices, hardware and software related to the establishment and maintenance of LAN's and WAN's.

Techniques for explaining technical concepts and procedures to non-technical users.

Analytical techniques to diagnose user problems and offer corrective action.

Remote Access techniques.

Windows and Macintosh related programs and systems.

Interpersonal skills using tact, patience and courtesy.

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

ABILITY TO:

Install, configure and upgrade operating systems and software, using primarily standard educational, business and administrative application practices.

Install, configure, and repair computers, monitors, network infrastructure and peripherals such as printers and related hardware.

Troubleshoot and solve hardware and software problems.

Ability to multitask in the work environment

Communicate effectively on the phone by solving end user issues.

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

Provide professional customer service in a high paced environment.

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

Establish and maintain effective working relationships with a diverse group of end users, coworkers, and departmental officials.

Mentor users on current, new or upgraded application software, hardware and other related equipment.

Plan and prioritize work to meet schedules and timelines.
Meet department target objectives on response and resolution times.
Handle increasingly complex issues and provide technical expertise.
Communicate, understand and follow both oral and written directions effectively.
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:

Technical environment subject to constant distractions and interruptions; extended viewing of computer monitor; contact with dissatisfied individuals.

PHYSICAL ABILITIES:

With reasonable accommodations, if necessary, hearing to accept calls; speaking to offer solutions for user problems; dexterity to operate a computer and other office equipment; seeing to view monitors; 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 Americans with Disability Act as required by law.

E= Essential Functions