

PLACENTIA-YORBA LINDA UNIFIED SCHOOL DISTRICT

JOB DESCRIPTION
TECHNOLOGY SUPPORT SPECIALIST

I. Definition

Under the supervision of the Director of Technology provide technology support for PYLUSD by installing, troubleshooting, maintaining, repairing, upgrading, cleaning, and replacing hardware and software. This support would involve minimal complexity and require limited time, typically 30 minutes or less, doing work such as replacing or installing standard system components and updating or installing standard software.

II. Typical Duties and Responsibilities:

1. Install, troubleshoot, maintain, repair, upgrade, and replace hardware and software involving minimal complexity and requiring limited time, typically 30 minutes or less.
2. Route technology support requests to the appropriate staff for final resolution.
3. Utilize a help desk system to track the resolution and completion of technical support events.
4. Limited use of remote software to diagnose issues for redirection to technician for repair or to solve simple problems that require limited access to the system software.
5. Participate in technology department staff meetings and trainings.
6. Schedule, monitor, and follow-up with regard to vendor repair and/or maintenance work on hardware and software as authorized by supervisor.
7. Travel to and from locations other than the assigned work location.
8. Troubleshoot minor interactive classroom technology issues.
9. Participate in technology projects and deployments.
10. Participate in district processes and procedures.
11. Follow written helpdesk procedures.
12. Monitor procedures and processes initiated by senior technical staff.
13. Perform related duties and responsibilities as required.

III. Education and Experience:

Experience:

One (1) year previous experience providing technology support is required. A year of experience providing technology support in a school district environment is desired.

Education:

High School Diploma or equivalent is required. A+ certification or similar training and coursework desired. Enrollment in a 2 or 4 year technology related program is desired.

IV. Requirements:

- (a.) Valid California Drivers License

V. Desired Qualifications:

1. Knowledge of:

- (a.) Computers and associated hardware
- (b.) Computer operation and software
- (c.) Instructional technology software and systems
- (d.) Information technology software and systems
- (e.) Interactive classroom technology
- (f.) Technology support processes and procedures

2. Experience with:

- (a.) Operating Systems and application software
- (b.) Providing courteous assistance by phone
- (c.) Troubleshooting and installing hardware and software.
- (d.) Coordinating work with co-workers and vendors
- (e.) Using a helpdesk system
- (f.) Interactive classroom technology

3. Ability to:

- (a.) Troubleshoot hardware and software problems
- (b.) Communicate clearly with customers
- (c.) Develop collaborative and productive relationships with colleagues
- (d.) Organize and prioritize problems
- (e.) Analyze and troubleshoot problems
- (f.) Use a helpdesk system
- (g.) Install and troubleshoot hardware and software
- (h.) Troubleshoot interactive classroom technology

V. Directly Responsible to:

Director of Technology or Assistant Director of Technology

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