<u>User Support Technician</u>

<u>Definition</u>

Under the supervision of the Technology Systems Services (TSS) Director, the User Support Technician shall serve as a resource to school sites and District staff in the effective and efficient utilization of computer technology; acts as a liaison between the District's computer users, the TSS department, and hardware and software vendors in the resolution of users requests and problems; and shall perform other duties as required.

<u>Essential Duties and Responsibilities</u>

- Supports the TSS Department's modes of help requests for student and business systems, email, and other applications;
- Assists the TSS Department, the District, and school technology teams with the development and implementation of technology plans;
- Manages, coordinates, and assists in technology projects;
- Assists in managing and maintaining the District's local and wide area networks;
- Assists in developing and conducting staff development programs;
- Assists in training seminars for specific software and hardware products;
- Assists in conducting product demonstrations for District staff;
- Assists in reviewing current office procedures for possible improvement;
- Assists staff in the use of various software packages including word processing, spreadsheets, databases, graphics, and electronic mail;
- Evaluates hardware and software products and makes acquisition recommendations for the District;
- Attends user support meetings;
- Inventories and maintains technology assets;
- Manages and tracks work requests via the District's work order system;
- Prepares appropriate documentation as required;
- Performs other duties as required by supervisor.

<u>Required Qualifications</u>

<u>Training and Experience:</u>

- AA degree with coursework in computer science, computer systems, or related field, or equivalent experience.

<u>Special Requirement:</u>

- Possession and maintenance of valid California driver's license and a driving record sufficient to qualify for and maintain insurability by the District liability insurance carrier at standard rates.

User Support Technician - contd.

Ability to:

- Effectively communicate in English both verbally and written;
- Effectively communicate and provide customer service to users face-to-face, over the phone, and via email;
- Establish and maintain effective relationships with District personnel;
- Troubleshoot problems in person, over the phone, and by using remote tools;
- Learn new technologies quickly.

Other Desirable Skills and Experience:

- Expert-level knowledge of Apple hardware (Macintosh computers and laptops, iPads, iPhones);
- Expert-level knowledge of Apple OS X and iOS operating systems;
- Expert-level knowledge of effective hardware and software diagnosis and resolution;
- Intermediate-level knowledge of Windows-based hardware (Dell PC's, servers, etc.);
- Intermediate-level knowledge of Microsoft Windows operating systems;
- Intermediate-level knowledge of the Microsoft Office Suite of products for Mac and Windows (Word, Excel, PowerPoint);
- Intermediate-level knowledge of email systems and concepts;
- General knowledge of network hardware and software;
- Experience with student information systems and student data analysis systems, specifically Aeries and Illuminate.