

Position: Technology Specialist II	Position Number:
Department:	FSLA:
Reports to:	Salary Grade: 120

Summary

Performs a complete range of one-on-one and small group instruction, help, and troubleshooting on common to advanced microcomputer and software problems used for administration, education, and libraries. Performs a wide variety of complicated diagnostic inspections and repair on stand alone and networked microcomputer hardware and software for administration, education, and libraries. Installs, maintains and troubleshoots computer networks, including those for learning centers.

Essential Duties and Responsibilities

- Receives and responds to calls and personal inquiries regarding questions and problems with usage of advanced personal computer software and input and output of documents, data, and telecommunications to and from computer hardware. Examples of software include, but are not limited to education industry special programs, accounting systems, HRIS or other relational databases, word processing, spreadsheets, graphics, desktop publishing, bibliographic search, internet, electronic mail, special productivity tools, and teaching tools.
- Documents help desk calls and assigns questions and solutions to a predetermined index that is accessible by others.
- In small group settings or on a one-to-one basis, instructs and illustrates the use of a variety of business and educational software such as learning tools, word processing, spreadsheet, data bases, and graphics. Concentrates on advanced software.
- Troubleshoot networks by identifying problems, asking questions of users, determining and implementing appropriate resolution. Troubleshoots network problems as related to internal connectivity, internet access, and E-Mail and File Servers.
- Participates in planning and design of network systems under the supervision and approval of the Network Administrator. Provides other ancillary support to network system and installation staff as requested.
- Configures, installs, and maintains directory structures, security, and applications software. May survey users to determine the common applications and variety of software. Installs and configures all network users, e.g., computers, printers, modems, cabling, peripheral communications equipment, servers, routers, and hubs.
- May monitor memory usage of the network, network printing, and network technical resources. May provide and monitor security for the local and wide-area networks and related software.
- Participates in troubleshooting activities and resolve LAN/WAN hardware and

operations problems. Works with fellow staff, equipment users, vendors, and independent contractors to identify and resolve problems.

- Installs and configures the District's full range of LAN/WAN and mainframe devices. Installs and configures Macintosh and MS/DOS computers.
- May administer mail servers and provides support to site users who manage their own servers. Includes adding users and managing user accounts and groups.
- Installs, tests and maintains both networked and stand alone personal computer systems. Installs and configures operating system software, including DOS and Windows, and adjusts to suit user needs. Reconfigures and relocates computer equipment as needed. Understands and uses diagnostic tools and software for personal computer problem determination.
- Performs other duties as assigned that support the overall objective of the position.

Qualifications

▪ Knowledge and Skills

Requires advanced technical knowledge of personal computer operations, including the relationship and usage of various input and output components, business and education support software, and terminology. Requires a working knowledge of network operations, security, and data communications cabling. Must understand the protocols and procedures for setting up new equipment, troubleshooting and performing routine maintenance. Requires sufficient communication skills to conduct small group and individual instruction and technical assistance on the use and application of PC-based software, internet, and connectivity software; small group instruction on common software.

▪ Abilities

Must be able to perform all of the relevant duties of the position with minimal supervision. Must be able to operate a variety of computer terminals, printers, and peripheral equipment. Requires the ability to analyze a variety of technical problems and to develop and apply appropriate solutions, including those involving connections between computers. Must be able to read, understand and apply information from technical manuals. Must be able to deliver instruction to small groups. Must be able to prioritize work in order to meet deadlines and maintain schedules.

▪ Physical Abilities

Position involves light to medium walking, standing, stooping carrying and lifting of light weight materials (under 25 pounds). Requires visual acuity to read numbers, letters, and images; depth perception; hand and finger dexterity to use a keyboard, and hand-eye coordination. Requires speaking and hearing ability sufficient to conduct training, hear over phone and carry on routine conversations.

▪ Education and Experience

Two years of college-level course work in microcomputer hardware and software components, microcomputer operating systems and data communications software, supplemented by 4 years of related experience. Additional education may substitute for experience.

- **Licenses and Certificates**

Industry certification.