

KERN COUNTY SUPERINTENDENT OF SCHOOLS
APPROVED MAY 2014
RANGE: 40.0
CLASSIFIED
CODE 2, 4

USER SUPPORT TECHNICIAN ASSISTANT

DEFINITION

Serve as departmental, secretarial, and administrative support, the first line of customer service;

review and screen incoming correspondence and communications routed to technology support;

refer specific communication or correspondence to responsible departments and departmental staff members for the gathering of data or for a response;

plan follow-up activities to ensure timely work completion and customer response time lines are met;

review outgoing correspondence and other materials for consistency with policies, regulations, operational procedures, formatting, grammatical construction, and punctuation;

perform a variety of functions and tasks related to the direct support of technology staff members in the performance of their duties;

assisting technology support services staff, the User Support Help Desk will provide basic support such as setups and installations of computer hardware and software.

EXAMPLES OF DUTIES

The User Support Technician Assistant will be knowledgeable of and capable of aiding with installation and setup of desktop workstations, printers, scanners, and other peripheral devices;

schedule and calendar conference requests and meeting support requests within the technology incident tracking system as well as departmental network calendar;

setup, connect, and take down conferencing tools such as video conferencing equipment, presentation tools, and conference room audio/visual equipment;

initial triage of hardware, software, and connectivity problems to properly escalate to responsible departmental staff member(s) via technology incident tracking system;

create Incidents within the technology incident tracking system, assign Incidents to the appropriate staff member, as well as enter invoices for repair parts and services;

creation of organizational ID Badges;

request quotes from technology supporting software, hardware, and service providers;

other general technology duties in support of technology staff members will be performed as assigned.

QUALIFICATIONS

Knowledge of:

Basic knowledge of desktop operating systems such as Windows and/or Macintosh;

some knowledge of desktop computer components and equipment, such as disk drives, sound cards monitors, CD-ROM drives and network interface cards;

basic knowledge of network operating systems;

familiarity with Internet browsers, virtual desktop software, and FTP clients and servers.

Organization and coordination of clerical functions at an above average level of responsibility;

basic methods and techniques of organization and planning.

English usage, grammar, spelling, and punctuation.

Ability to:

Establish and maintain comprehensive and accurate files and records;

assume responsibility for routine administrative detail;

prepare concise and complete reports;

work evenings and weekends (as needed);

communicate clearly and concisely;

type or keyboard at a net corrected speed of 45 words per minute;

use appropriate tools and electronic equipment;

understand and carry out oral and written directions;

establish and maintain cooperative working relationships;

bend, stoop, crawl, reach and work overhead, lift 50 pounds;

drive to school sites throughout Kern County.

Experience:

A minimum of one year of experience working with desktop computer hardware and software.

One year of responsible and varied secretarial and clerical experience.

Education:

A high school diploma and one or more years of college, equivalent work experience in computer related field is desirable;

any combination of training and experience equivalent to graduation from the twelfth grade;

supplemental or additional courses in information systems or computer science desirable.

Conditions of employment:

Some positions may require proof of privately owned automobile insurance and possession of a valid California Motor Vehicle operator's license which must be maintained for the duration of the assignment.

Fingerprint clearance by both the Federal Bureau of Investigation and the California Department of Justice is a condition of appointment after all other required job conditions have been met.

Must present verification of completion of Child Abuse Mandated Reporter training or obtain verification within six (6) weeks of hire and annually thereafter, as required by the California Child Abuse and Neglect Reporting Act.

This position has a probationary period of six months or 130 days, whichever is longer.

CP: gs

12/21/15

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