

KERN COUNTY SUPERINTENDENT OF SCHOOLS
APPROVED JANUARY 2023
RANGE: 52.0
CLASSIFIED
CODE: 2

ENGINEER I – EDUCATION SUPPORT

DEFINITION

Under the general direction of the Network Operations Coordinator, the Education Support Engineer I will provide software and hardware support and administration toward the educational programs for Kern County Superintendent of Schools and school districts in the Kern County region;

will have or develop a thorough understanding of software services used by educational programs to administrate accounts, access, and permissions and additionally will both install and create methods for deployment of such software services;

will provide support for and undertake complex project assignments in support of the educational and administrative data communications systems;

will perform a variety of clerical and supportive activities for the instructional programs of Kern County Superintendent of Schools and school districts in the Kern County region;

will provide support and perform periodic maintenance to basic computer and peripheral equipment, setup and installation of computer hardware, software, and other electronics that are used in instructional and office settings;

will support both client and server operating systems and services on Windows, Macintosh, iOS, and other systems on the network;

will be proficient with and use basic diagnostic maintenance and repair tools and software diagnostic instruments for troubleshooting, service, and repair;

will understand and assist to maintain local and wireless networks for Kern County Superintendent of Schools and school districts in the Kern County region;

will maintain a pleasant and friendly demeanor and work in conjunction with other staff members in a professional and customer service-oriented manner.

EXAMPLES OF DUTIES

Manage access and permissions for applications and services used in educational settings including creation, bulk changes, and security audits as well as providing assistance to educational programs or districts to do the same.

Support Internetworking using switches with network communications structured by copper, fiber optic cabling, and wireless systems.

Support office and school district's use of the Internet and electronic data communication hardware and software.

Assist in the planning and support of Network Printer solutions and installations.

Input trouble tickets, updates, and status within the KCSOS ticket tracking system.

Assist senior technical staff in diagnosing microcomputer malfunctions to separate operator, hardware, and software problems.

Provide individual and group on-site help, answer questions in person or via telephone and electronic messaging to student/staff/clients.

Occasionally install hardware and peripheral components, such as monitors, CD/DVD drives, modems, keyboards, printers, disk drives, scanners, and network interface cards.

Assist and train staff on student management system and applications of educational technologies.

Monitor and maintain systems for backup and restoration of student and staff data.

Plan, recommend, and implement software and hardware solutions for the office and school site settings.

Implement and support software/hardware solutions for content filtering at the classroom and school site level.

Perform other general technology duties as assigned with student/customer/client satisfaction in mind.

MINIMUM QUALIFICATIONS

Knowledge of:

Network technology in local-area and wireless-area networks;

Ethernet, NICs, switches, cabling, and workstations.

Windows Server desirable with knowledge of Linux, Windows, and Macintosh connectivity;

must possess knowledge of and willingness to stay abreast of trends, innovations and practices in both microcomputer and networking technology, including hardware and software.

Ability to:

Communicate effectively in public, in conference and in written materials;

must possess excellent writing and oral communications skills, and demonstrate experience in preparing and presenting network administration training sessions to lay and professional audiences;

must be knowledgeable in basic account and permission concepts and preferably have knowledge administrating commonly used educational software services;

exhibit an energetic and vital personality;

must have excellent organizational skills and the ability to function in a highly complex environment.

Experience:

Must have two (2) years working with microcomputer hardware and software in a local-area network environment;

Must have at least one (1) year experience managing Linux or Windows Server;

Must be well versed with IP addressing and subnet-masking procedures;

Education:

Education equivalent to the completion of the twelfth grade and two (2) years of college;

Equivalent experience in an applied setting regarding the above technology can be substituted for the college degree.

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

01/10/23

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