

KERN COUNTY SUPERINTENDENT OF SCHOOLS
REVISED/APPROVED MAY 2011
RANGE: 46.0
CLASSIFIED
CODE: 7

USER SUPPORT TECHNICIAN

DEFINITION

Under general supervision, perform routine periodic maintenance service on microcomputer hardware equipment;

use basic diagnostic maintenance and repair tools and software diagnostic instruments.

The User Support Technician will be the first line of support for clients/users;

must maintain a pleasant and friendly demeanor;

work in conjunction with other staff members in a professional and customer service oriented manner;

provide support to basic computer and peripheral equipment setups and installations of microcomputer hardware and software and other equipment in instructional settings or office workstations;

assist in the installation of and monitoring of multiple networking systems including the Kern County Superintendent of Schools e-mail, video conferencing and local-area network (LAN) systems;

perform related duties as may be assigned.

EXAMPLES OF DUTIES

The User Support Technician will be responsible for installing PC's and new client software on the network backbone or on other designated site servers;

may input trouble tickets, updates, and status within the KCSOS ticket tracking system;

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

Under the supervision of the user support manager or the program manager depending on assignment, the User Support Technician will provide individual and group on-site help, answer questions in person or via telephone and electronic messaging to student/staff/clients;

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

Additional duties include installation of hardware and peripheral components, such as monitors, CD/DVD drives, modems, keyboards, printers, disk drives, scanners, and network interface cards.

A key role will be in supporting office local area network (LAN) and e-mail systems.

Primary software responsibilities include support to users in installing specified software packages for both Macintosh and Windows platforms;

assist network services staff in client software installations for Novell systems, Network Server Systems, as well as support terminal emulation software installations for HP 3000 data communications;

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

QUALIFICATIONS

Knowledge of:

Thorough knowledge of operating systems and software applications for Windows and/or Macintosh;
network interface cards, CD/DVD drives, terminal emulation software, and local-area networks.

Ability to:

Install microcomputer hardware, peripherals and software in a cross-platform environment;

install and maintain network client applications, and e-mail systems;

have empathy for the customers situation;

communicate clearly, both written and in speech; in a way the customer can understand;

setup, connect, and maintain video conferencing hardware and software;

read schematic diagrams;

work with appropriate tools and electronic equipment;

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

drive to school sites throughout Kern County;

work well with a diverse group of clients (districts, KCSOS employees, students).

Experience:

A minimum of one year experience working with microcomputer hardware and software in a local-area network environment.

Education:

Education equivalent to the completion of the twelfth grade and two (2) years of college or equivalent work experience in a computer related field desirable;

additional courses in information systems or computer science desirable.

Conditions of employment:

Must maintain proof of privately owned automobile insurance and possess a valid California Motor Vehicle operator's license.

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.

TS: gs

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