

KERN COUNTY SUPERINTENDENT OF SCHOOLS
APPROVED DECEMBER 2025
RANGE: 51.0
CLASSIFIED
CODE: 2, 7

CSIS TECHNOLOGY SERVICES TECHNICIAN
(California School Information Services)

DEFINITION

Under general supervision, the CSIS Technology Services Technician is responsible for executing tasks that support the operation of technology services needs of both internal staff and external clients.

EXAMPLES OF DUTIES

Support the planning, implementation, and ongoing maintenance of both application and network services to meet program needs;

monitor and evaluate the efficiency and effectiveness of network operations and technology services, recommending improvements as needed;

assist in technical and procedural efforts that establish, document and carry out detailed services critical to CSIS program participants and agencies that are supported;

respond to service requests by diagnosing issues, troubleshooting, and applying solutions for hardware, software, system access, and network concerns;

escalate complex problems to higher-level staff or vendors as required, both remote and in person;

assist in the selection, recommendation, and deployment of hardware platforms and software solutions to enhance service delivery;

assist CSIS technical staff in planning and operational strategies for all technology services;

perform systems management tasks, such as creating, modifying, and deleting user accounts and managing group access on the network;

provide training and guidance to internal staff and staff from other agencies as directed to ensure proper technology use and understanding;

track, report, and communicate service issues promptly to internal management, stakeholders, and other relevant parties as directed;

manage and maintain appropriate technology asset inventory records;

document, report, and follow up with vendors regarding software and hardware problems, product enhancements, or modifications;

contribute to a collaborative team environment and participate in assigned duties as directed;

assist in planning, recommend and implement hardware including computer platforms for services;

travel to multiple sites within a designated area may be required to perform additional services or support tasks;

report to a site to respond to IT issues;

perform other related duties as assigned.

QUALIFICATIONS

Knowledge of:

Modern principles and practices of installing, configuring, maintaining, troubleshooting, and monitoring application, network, and server systems infrastructure in various platforms;

physical and virtual network and server infrastructure including hardware, software, real-time monitoring tools, peripherals, and devices;

principles, practices and trends in networking technology, and of Internet-based systems issues and concepts;

principles and practices of information systems security;

recent and ongoing developments, current literature, and sources of information related to assigned duties.

Ability to:

Effectively work on concurrent tasks and with multiple entities;

work with formal organizational structures as well as with flexible teams;

build and manage constructive inter-personal relationships;

participate in system and infrastructure development, enhancement, and maintenance projects;

perform a variety of technical support functions in the installation, evaluation, configuration, operation, troubleshooting, and maintenance of computer hardware, software, mobile, audiovisual, web-based applications, print servers and other related technologies and equipment;

deliver remote-first technical support across distributed environments, ensure prompt resolution of requests, pro-active follow-up, and consistent service quality through virtual collaboration tools and workflows;

lift 50 pounds, climb ladders, stoop, bend, kneel, squat, crawl, stand for long periods of time, and see and hear sufficiently to safely perform the duties listed above;

communicate effectively both orally and in writing.

Experience:

Two (2) years' experience involving computer help desk support or providing direct technology support, preferably within an educational or government setting, including experience with Microsoft 365 and Microsoft Azure, Microsoft Autopilot for Windows device provisioning, including profile configuration, deployment automation, and integration with Microsoft Intune.

Experience with MacOS Automated Device Enrollment (ADE) Apple Business Manager Apple School Manager.

Experience with zero-touch deployment workflows and remote device management for both Windows and Mac platforms preferred.

Experience with Linux preferred.

Education:

Graduation from an accredited two-year college with a concentration in computer science, information technologies, or a related field.

Work experience resulting in an equivalent knowledge base may be substituted for the degree requirement on a year-to-year basis.

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.

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