

**KERN COUNTY SUPERINTENDENT OF SCHOOLS**  
**APPROVED JUNE 2026**  
**RANGE: 44.0**  
**CLASSIFIED**  
**CODE: 2, 4, 7**

## **TECHNOLOGY SERVICES TECHNICIAN I**

### **DEFINITION**

Under general direction, the Technology Services Technician I is responsible for receiving requests for computer, network, and telephone support for Kern County Superintendent of Schools staff and county school districts. The Technology Services Technician I will serve as the initial point of contact and provide helpdesk support for users of Technology Services supported systems.

### **EXAMPLES OF DUTIES**

Provide technical assistance to KCSOS employees, both in person and over the phone;

troubleshoot, diagnose, and resolve hardware, software, and peripheral issues;

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 and assign incidents to appropriate staff using the ITIL framework;

create and maintain documentation of issues and solutions for future reference;

install and configure typical office technologies including but not limited to desktops and laptop, displays, desk phones, mobile devices, security devices, audio-visual peripherals and conferencing platforms;

provision devices using MDM software, including Jamf, Intune, and Google Workspace;

install and maintain cabling to KCSOS standards, including station cables and IDF patch cables;

install and configure software across multiple platforms;

maintain customer data integrity by preparing backup data files in accordance with established procedures;

coordinate with vendors on warranty repairs for desktops, laptops, and other equipment;

performs tasks related to the creation, modification, and deletion of accounts and permissions;

make basic changes to desk phone configurations;

maintain accurate records of purchased inventory, work performed, and support requests;

provides on-site support as needed to supported districts, charter schools, and KCSOS sites;

preparation and processing of purchase orders, invoices, requisitions, and internal personnel paperwork as assigned;

perform other related duties as assigned.

## **QUALIFICATIONS**

### **Knowledge of:**

Familiarity with various operating systems and software applications, including but not limited to: Windows, macOS, iOS, and ChromeOS;

familiarity with help desk ticketing systems;

basic network connectivity and troubleshooting on various client operating systems;

installation and termination of copper cabling in accordance with industry standards.

### **Ability to:**

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

deliver exceptional customer service that positively reflects the professionalism and commitment of the department;

establish and maintain positive and cooperative working relationships with colleagues, staff, and the public;

travel to and work at various locations and be able and equipped to communicate as necessary with supervisor regarding whereabouts and task updates;

perform task-based work with minimal supervision;

follow department policies, procedures, and standards both technical and behavioral;

be professional in appearance, attire, communication, and punctuality;

willingness to stay abreast of trends, innovations, and best practices in computer technology, including hardware and software;

may be required to work outside of the established work schedule, including weekends and holidays to meet operational needs;

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.

### **Experience:**

One (1) year experience involving computer help desk support or providing direct technology support, preferably within an educational or government setting.

### **Education:**

Equivalent to the completion of the twelfth grade, preferably supplemented by job-related college level or technical school courses.

### **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: rn

6/4/2026

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