

KERN COUNTY SUPERINTENDENT OF SCHOOLS
APPROVED AUGUST 2026
RANGE: 48.0
CLASSIFIED
CODE: 2, 7

TECHNOLOGY SERVICES TECHNICIAN II

DEFINITION

Under general direction, the Technology Services Technician II is responsible for supporting a broad and complex spectrum of computer and software solutions across multiple offices and school sites throughout Kern County. The Technology Services Technician II will provide technical support, resolve technical issues, and ensure the smooth operation of technology that supports educational environments and supporting programs.

EXAMPLES OF DUTIES

Resolution of service tickets within Service Level Agreements determined by leadership;

act swiftly to address and resolve technical incidents, minimizing disruption to educational activities and office operations;

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

install, configure, and troubleshoot VOIP telephone handsets and analog phone lines;

troubleshoot connectivity issues of wireless clients and wireless access points;

determines reassignment or surplus of outdated or out of warranty technology equipment;

create and maintain documentation for troubleshooting common issues and providing self-help resources;

conduct staff training sessions on the use of software applications, computer best practices, and cybersecurity protocols;

maintenance of on-premise and cloud hosted directory services and identity management systems including, but not limited to, Active Directory, Entra, Office365, Exchange, and Google Workspace;

maintain e-mail services including mailbox management;

maintenance of various MDM solutions such as Intune, Jamf, and Google endpoint management;

install IDF infrastructure, including switches, routers, battery backups, wireless access points and other network hardware;

investigate and triage security event alerts from EDR systems;

performs basic switch configuration changes to enable ports to work with a computer or peripheral;

manage and track technology inventory and conduct annual audits to reconcile hardware assets;

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

perform other technician-related duties as assigned.

QUALIFICATIONS

Knowledge of:

Familiarity with various operating systems and software applications for Windows, macOS, iOS, and ChromeOS;

basic networking concepts, including IP addressing, wireless connectivity, and network troubleshooting;

use and operation of a variety of tools and electronic testing/diagnostic equipment to troubleshoot connectivity;

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

basic services such as file and print management.

Ability to:

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

have empathy for the customers situation;

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;

maintain the knowledge and ability to provide coverage of other technicians as required;

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:

Three (3) year's experience providing direct technology support and installation, repair, and maintenance of computer systems, preferably within an educational or government setting OR one (1) year experience in the KCSOS job classification of Technology Services Technician I.

Experience in network and server support, hardware, software, and cabling systems preferred.

Education:

An associate's degree or 60 credits from an accredited college or university with major coursework in Computer Information Systems, Information Technology, Computer Science or a related field;

Two (2) years of experience over and above the minimum requirements can be substituted for the associate's degree;

A bachelor's degree or relevant certifications (e.g., CompTIA A+, Network+) are preferred.

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

7/24/2026

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