

Pierce Joint Unified School District Job Description

JOB TITLE: TECHNOLOGY SUPPORT TECHNICIAN

SALARY SCHEDULE: Classified/Classification 10 **LOCATION:** All District Sites

REPORTS TO: Director of Technology **BOARD APPROVED:** 4/18/2013
REVISED: 6/18/2020

SUMMARY:

Under the direction of the Director of Technology or designee, perform a variety of professional duties that involve assisting computer users in setting up new applications; installing and configuring computers; connecting computers to the network; computer repairs; preventative maintenance and providing technology training to staff.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

- Install laptops, desktops, tablets and related peripheral equipment including document cameras, projectors, printers and scanners; connect computers to local area networks; access the Internet via the local area network.
- Troubleshoot and maintain computer equipment; perform diagnostics on computers to determine problem correction procedure; perform repairs of computer devices; notify Director of Technology and site principal of problems that require higher level of maintenance or repair.
- Perform software diagnostics and troubleshoot problems on computer devices within the local area network (LAN).
- Support wireless district technology. This includes radio systems, such as district cellular devices, as well as the PJUSD Wireless LAN.
- Provide responsible staff assistance to the Director of Technology.
- Ensure compliance with software licensing and copyright agreements on all systems.
- Assist and train computer users on an individual or group basis with various questions related to software applications and problem resolution.
- Attend and participate in staff meetings and in-service activities; attend workshops, conferences, and classes to increase professional knowledge; stay abreast of new technologies and software.
- Provide phone support and availability as needed.
- Maintain inventory of all equipment and software.
- Perform related duties as assigned.

KNOWLEDGE AND ABILITIES:

KNOWLEDGE OF:

- Basic functionality of network topology and hardware such as Ethernet switches.
- Uses and operation of computers and peripherals equipment.
- Computer hardware, electronics, and electrical principles.
- Basic knowledge of network operating systems, Ethernet wiring standards and practices and basic network troubleshooting techniques.
- Operating characteristics, capabilities, and applications of computer systems to school district needs

ABILITY TO:

- Operate a variety of highly technical computer equipment and related peripheral equipment
- Learn the functions and limitations of assigned duties
- Learn new software products with and without formal training and adapt to changes in technology
- Deal effectively with demands of itinerant position
- Set up and operate computer systems and peripheral equipment
- Resolve computer systems and software malfunctions and procedural problems
- Understand the organization and operation of the assigned site in order to assume assigned responsibilities
- Work with confidentiality and discretion.
- Deal tactfully and courteously with computer system users.
- Establish and maintain cooperative working relationships with individuals and vendors.
- Type accurately at a rate required for successful job performance.
- Write and speak clearly and effectively.

EDUCATION AND EXPERIENCE:

Any combination of education, experience, and training which would indicate possession of the knowledge, skills, and abilities. Minimum requirement: High School diploma and three years of related and practical experience in a computer environment. Two years of college with major course work or related experience in computer technology preferred.

LICENCES AND OTHER REQUIREMENTS:

Valid California Driver's License

WORKING CONDITIONS:**ENVIRONMENT:**

- Working inside classrooms and offices with constant interruptions.
- Continually moving between school sites either by foot or by personal auto.
- Working in a room with electronics running at a high decibel level.
- Occasionally work outside.

PHYSICAL ABILITIES:

- Sufficient vision to read printed materials and video display screens.
- Ability to speak in an understandable voice with sufficient volume to be heard in normal conversational distance, classroom environment, and on the telephone.
- Sufficient hearing to conduct in-person, classroom, and telephone conversations.
- Ability to sit or stand for extended periods of time.
- Sufficient mobility to move about, stoop, and reach.
- Lift, push, pull, and carry object weighing up to 50 pounds.
- Dexterity of hands and fingers to operate computer terminal and standard office equipment.
- Dexterity of hands and fingers to remove, repair and replace computer equipment and peripherals.
- Drive vehicle to conduct work.