

Alameda County Office of Education

JOB TITLE: Computer Support Technician (Range 16 CSEA)

JOB SUMMARY:

Assists with installation, operation, and maintenance of personal computers and network systems; provides help line support to end users of personal computers and network applications.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

Troubleshoots operational, hardware, software, and network problems and effects; coordinates resolution.

Installs, repairs, adjusts, and maintains computer equipment including personal computers, network hardware, cabling, servers, disk drive systems, and other internal personal computer components and peripherals.

Assists in analyzing, developing, and evaluating new and emerging network and communications hardware and software technologies.

Provides telephone and other remote forms of support to end users regarding network and communications hardware and software applications.

Trains and supports users in personal computer software applications and equipment.

May be assigned to client school district locations to perform training and setup of help desk and network operations.

Prepares computer labs and equipment for staff members, district client users and others.

Assists in determining technically how lab and equipment should be set up, upgraded, or modified for use by clients.

Assists in the development of procedures for local and remote user support.

Performs related duties as assigned.

QUALIFICATIONS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

ABILITY TO

- Analyze and evaluate network and communications software and hardware.
- Troubleshoot and maintain hardware and software.
- Install and train users in WAN and LAN applications.
- Communicate with users to resolve problems in applications.
- Establish and maintain effective relationships.
- Operate a computer and related software.
- Interpret and explain policies and procedures.
- Plan and organize work.
- Communicate effectively orally and in writing.
- Understand and follow oral and written directions.

Computer Support Technician (continued)

KNOWLEDGE OF

WAN and LAN operations, software, and hardware.
Goals, policies, and objectives of network operations.
Oral and written communication.
Technical aspects of WAN and LAN software and hardware.
Operation of computers and related software.
Principles of training.
Technical terminology.
Department operations and policies.

EDUCATION and/or EXPERIENCE

High school diploma or general education degree (GED); two (2) years related experience and/or training in telecommunications, computer, and network information systems; or equivalent combination of education and experience.

LANGUAGE SKILLS

Ability to read and comprehend simple instructions, short correspondence, and memos. Ability to write simple correspondence. Ability to effectively present information in one-on-one and small group situations to clients, and other employees.

MATHEMATICAL SKILLS

Ability to add, subtract, multiply, and divide using whole numbers, common fractions, and decimals. Ability to compute rate, ratio, and percent and to draw and interpret bar graphs.

REASONING ABILITY

Ability to apply common sense understanding to carry out instructions furnished in written, oral, or diagram form. Ability to deal with problems involving several concrete variables in standardized situations.

CERTIFICATES, LICENSES, REGISTRATIONS

Valid California drivers license.

Preference: A+ Certification

PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to use hands to finger, handle, or feel. The employee frequently is required to sit and talk or hear. The employee is occasionally required to stand, walk, and reach with hands and arms. The employee is occasionally required to stoop, kneel, crouch, or crawl. The employee must regularly lift and/or move up to 25 pounds and occasionally lift and/or move up to 50 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and ability to adjust focus.

Computer Support Technician (continued)

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee regularly works in inside environmental conditions, works with video display terminals, and moves computer technology equipment and parts. The employee may be required to drive a vehicle in the course of employment. The noise level in the work environment is usually moderate.

Approved By Personnel Commission

Approved Date: January 15, 2009