

MURRIETA VALLEY UNIFIED SCHOOL DISTRICT JOB DESCRIPTION

TITLE: TECHNOLOGY SUPPORT TECHNICIAN

QUALIFICATIONS

Knowledge of

1. Knowledge of client hardware and operating systems used in Information Systems.
2. Basic electronic and electrical theory as it relates to Information Systems.
3. Local Area Network (LAN) and Wide Area Network (WAN) software and hardware.
4. Basic understanding of programming theories.
5. Data processing systems and procedures.
6. Data communications and network protocols.
7. Server operating systems and hardware.
8. Ethernet topologies and technologies along with industry standards for installation and implementation.
9. Educational software and services used by the district.
10. Proper English usage, reading, writing, punctuation, and math at a level necessary to perform assigned tasks.
11. Modern office practices and procedures.
12. Safety rules and regulations for this position.
13. Methods, materials, equipment, and tools used in the maintenance of user workstations, mobile devices, technology systems and software used by the district.
14. Internet resources as related to your field or job function.

Ability to

1. Follow safety rules and regulations for this position.
2. Establish and maintain effective work relationships with those contacted in the performance of required duties
3. Learn and follow the operations, procedures, policies, and requirements of an assigned program of operational unit
4. Handle all matters in a tactful, courteous, and confidential manner so as to maintain and/or establish good public relations
5. Exercise independent judgment and problem-solving skills related to specific areas of responsibility
6. Present and maintain a pleasant appearance and demeanor
7. Work successfully with diverse groups of people
8. Be a productive and active team member
9. Communicate effectively and tactfully in both oral and written form using the English language
10. Understand and carry out verbal and written instructions, policies, and procedures in an independent manner
11. Work independently and maintain high standards of workmanship
12. Read and interpret technical manuals
13. Install, repair and service district supported end-user systems and technologies
14. Prepare and maintain work records and schedules; complete necessary reports
15. Determine work priorities and schedule work effectively and efficiently.
16. Assist in basic network administration on network systems and file servers
17. Utilize remote administration and management tools to perform diagnosis and repair of district technology.

MURRIETA VALLEY UNIFIED SCHOOL DISTRICT

JOB DESCRIPTION

TITLE: TECHNOLOGY SUPPORT TECHNICIAN

Training and Experience

1. A work history demonstrating reliability and attendance.
2. Demonstrated knowledge through an adequate score on the district technician test. (70% or above)
3. Equivalent to completion of the twelfth (12th) grade and minimum 2 years post-secondary degree in Information Systems or equivalent work experience.
4. Industry standard professional certification such as a Microsoft Certified Professional (MCP) or Cisco Certified Networking Associate (CCNA).
5. Minimum Two (2) years' experience in a large enterprise environment, with installed computer hardware and software or that which would likely provide the desired knowledge and abilities may be considered.

REPORTS TO: Director of Educational Technology and Information Systems or designee

JOB GOAL: The Technology Support Technician is responsible for the remote installation, maintenance, and repair of client technologies. In addition this position also provides remote customer support including orienting and training of non-technical users and assisting and advising them in how to apply their computer resources efficiently to their work assignments. The Technology Support Technician is responsible for maintaining current knowledge of developments in equipment and software in order to support users and recommend improvements. This position must possess effective communication skills and abilities for remote and on-site support.

ESSENTIAL FUNCTIONS

1. Performs remote installation, diagnosis, troubleshooting, and repair of district owned end user devices.
2. Performs remote installation, diagnosis, troubleshooting and repair (or levitation) of district owned software or services.
3. Performs remote diagnosis, troubleshooting and/or repair of district owned end user device network connectivity issues,
4. Performs triage and/or elevation of incoming work requests.
5. Through effective communication provide diagnosis, troubleshooting, and installation using technology support tools such as telephone, remote viewing/control software and other remote district deployment and support tools.
6. Assist in the remote diagnosis and troubleshooting of end-user owned network connectivity issues (BYOD).
7. Assist in network administration tasks on district owned systems or services as directed.
8. Performs remote general maintenance on district owned end user systems and services
9. Remotely assist district owned device users with continued system function, data integrity, and data backup and retrieval of said data on district owned systems and services.
10. Maintains records of pending and completed work/service requests, prepares written and oral reports, as required.
11. Follows district policies and procedures.
12. Instructs and orients school personnel for the purpose of providing information on the proper operation of district owned systems and services.
13. Knows and understands the Mission and Core Values of the district.

MURRIETA VALLEY UNIFIED SCHOOL DISTRICT JOB DESCRIPTION

TITLE: TECHNOLOGY SUPPORT TECHNICIAN

ESSENTIAL FUNCTIONS (continued)

14. Participates in district in-service training as required.
15. Performs other related duties as assigned.

OTHER FUNCTIONS

1. Assists in maintenance of inventory of installed hardware and software including the use of automated systems for doing such work or going to the site
2. Provides redundancy and backup for other computer technicians as directed

PHYSICAL ABILITIES

1. Visual ability to read handwritten or typed documents and the display screen of various office equipment and machines.
2. Able to conduct verbal conversation in English.
3. Able to hear normal range verbal conversation (approximately 60 decibels.)
4. Able to sit, stand, stoop, kneel, bend, and walk.
5. Able to sit for sustained periods of time.
6. Able to kneel or squat for extended periods of time.
7. Able to climb slopes, stairs, steps, ramps, and ladders.
8. Able to lift up to twenty-five (25) pounds frequently, and fifty (50) pounds occasionally.
9. Able to carry up to twenty-five (25) pounds frequently, and fifty (50) pounds occasionally.
10. Able to push and pull objects weighing up to forty (40) pounds.
11. Able to exhibit full range of motion for shoulder external rotation and internal rotation.
12. Able to exhibit full range of motion for shoulder abduction and adduction.
13. Able to exhibit full range of motion for elbow flexion and extension.
14. Able to exhibit full range of motion for shoulder extension and flexion.
15. Able to exhibit full range of motion for back lateral flexion.
16. Able to exhibit full range of motion for hip flexion and extension.
17. Able to exhibit full range of motion for knee flexion.
18. Able to operate office machines and equipment in a safe and effective manner.
19. Able to demonstrate manual dexterity necessary to operate calculator, typewriter, and/or computer keyboard at the required speed and accuracy.
20. Able to demonstrate manual dexterity necessary to perform fine maintenance procedures and operate both manual and power hand tools in a safe and effective manner.
21. Able to operate a variety of powered and manual equipment commonly found in computer equipment diagnoses and repair services in a safe and effective manner.
22. Able to operate a motor vehicle in a safe and effective manner.

SPECIAL REQUIREMENTS

1. Must use safety equipment and devices designated for this position.
2. Possession and maintenance of a valid and appropriate state of California driver's license; have an acceptable driving record; and be insurable at standard rates by district's insurance carrier and maintain such insurability during the course of employment.

**MURRIETA VALLEY UNIFIED SCHOOL DISTRICT
JOB DESCRIPTION**

TITLE: TECHNOLOGY SUPPORT TECHNICIAN

TERMS OF EMPLOYMENT: Twelve-month work year
Classified bargaining unit member

EVALUATION: Performance of this job will be evaluated in accordance with Board of Education policy and provisions of the collective bargaining agreement. The assigned administrator will complete the evaluation.

**MURRIETA VALLEY UNIFIED SCHOOL DISTRICT IS A
TOBACCO-FREE, DRUG-FREE WORKPLACE AND
AN EQUAL OPPORTUNITY EMPLOYER**

Board of Education Approved: May 22, 2014