



Job Description

POSITION TITLE:	Hardware Support Technician	#2215
SALARY PLACEMENT:	Classified Salary Schedule Range Z01	

MINIMUM QUALIFICATIONS - EDUCATION AND/OR TRAINING:

Equivalent of the completion of the twelfth grade and an Associate of Arts Degree in a computer related technology. May be substituted by experience of an exact nature. Knowledge of Macintosh and Windows/DOS personal computing hardware repair; personal computer software applications high speed networking; proper office methods and practices; modern computer techniques, methodologies, principles and practices. Must have excellent people oriented skills and understanding.

MINIMUM EXPERIENCE:

Over three years of increasingly responsible experience in a hardware and software support capacity in a user oriented environment. Hardware experience must include Apple Macintosh and Windows/DOS systems, printers, modems, scanners, other peripherals, and terminals/equipment connected to centralized host systems. Background in the installation and trouble shooting of desktop software applications. Understanding of the purchasing and tracking of parts and repair inventory systems, budgeting, problem system tracking, and troubleshooting methodologies required.

DESIRABLE EXPERIENCE:

Over four years of experience in a hardware support capacity, one year of which includes working in a school or school district environment. Knowledge of Macintosh OS, Windows, DOS, Novell, WindowsNT, AppleShare, AppleShare Pro, Microsoft Office, troubleshooting tools, Local Area Networks, Wide Area Networks, Unisys and DEC mainframe connectivity are all desirable experience attributes.

CREDENTIALS AND/OR SKILLS AND ABILITIES:

Ability to diagnose and repair equipment in school site and district offices; operate and have a sound technical understanding of a wide variety of personal computing equipment and software; follow manuals and read complicated instructions; understand and carry out oral and written instructions; use appropriate and correct English, spelling, grammar and punctuation; perform arithmetic calculations with speed and accuracy; operate a variety of standard office equipment including personal computers, printers, copiers; work independently; communicate effectively in written and oral form; establish and maintain effective work relationships with those contacted in the performance of required duties; maintain and actively pursue personal knowledge of current industry trends and technological advancements within the computing field. Valid California driver license required. Be flexible and receptive to change.

SUMMARY OF POSITION:

Under general direction of the User Support Supervisor, performs a variety of tasks including; acquisition, installation, and maintaining, of personal computers and software, with local area network and wide area network connections; provides installation and support of equipment connected to centralized host systems; assists user

community in software problem resolution; computer and network management operations and office operations in the Information Technology department; establishes and maintains personal computer parts inventory for supplies and computer center related materials; may manage junior level technical positions. Does related work as required.

ESSENTIAL FUNCTIONS:

Essential functions may include, but are not limited to:

1. Coordinates personal computer hardware and software troubleshooting, installation, repair, problem diagnosis, and implementation.
2. Assists in the processes, by which requests and inquiries related to personal computing, local area networks, wide area networks, host systems communications are received, screened, prioritized, and resolved.
3. Receives calls for assistance, installations, and general maintenance; logs calls and takes appropriate action to ensure a satisfactory response with acceptable time frames for the user community; provides management and status reports on all requests.
4. Installs, tests, and maintains a variety of personal computing and network hardware and software systems; performs diagnostic tests, modifies or repairs hardware to the board or component level; gathers and records appropriate data related to these functions.
5. Provides support to a diverse user community which includes faculty, administrative staff, and students in the proper application of existing or new personal computer software and hardware systems; coordinates training for personnel related to troubleshooting and basic repair.
6. Maintains a high level of personal computer knowledge and assists in the recommendation processes for personal computing hardware, software systems, and host system data communications requirements.
7. Interfaces to vendors for the purpose of establishing and maintaining a source of hardware systems, components, parts, and peripheral devices; problem resolution; and training and in-service programs.
8. Responds to a rapidly changing technical environment and the requirements to the user community.
9. May coordinate activities and train part-time hourly, student, or junior level technical personnel.
10. Complies with all standards, procedures, controls, and policies as established by San Joaquin County Office of Education, participating schools districts, and the Information Technology department.
11. Ensures that a complete inventory of supplies and parts are maintained and that all shortages are ordered in a timely manner.
12. Maintains and reviews reports on hours and activities by school site and district office on a monthly basis with appropriate personnel as designed by each district.
13. Plans, organizes and coordinates daily schedules for all sites.
14. May be required to work during weekends or for extended hours.
15. Utilizes personal computing hardware and software word-processing, spreadsheet, and database applications to perform basic duties including documentation, reporting, scheduling and user support.
16. Maintains an advanced and current level of technical knowledge and skills involving personal computing and software architecture, implementation, and troubleshooting.
17. Performs other related duties as required.

PHYSICAL REQUIREMENTS:

Employees in this position must have the ability to:

1. Exert high physical effort.
2. Walk and stand for considerable lengths of time.
3. See and read a computer screen and printed matter with or without vision aids.
4. Hear and understand speech at normal levels and on the telephone.
5. Speak so that others may understand at normal levels and on the telephone.
6. Handle moderate to heavy pieces of equipment.
7. Lift up to 50 pounds.

WORK ENVIRONMENT:

Employees in this position will be required to work indoors in a standard office environment; to work outside of normal workdays and office hours to meet installation deadlines; and come in direct contact with SJCOE staff, district office staff and the public.