



## Job Description

---

<b>POSITION TITLE:</b>	<b>Technical Support Specialist II</b>	<b># 2389</b>
<b>SALARY PLACEMENT:</b>	<b>Classified Salary Schedule Range 38</b>	

---

**MINIMUM QUALIFICATIONS – EDUCATION, TRAINING AND/OR EXPERIENCE:**

Possess a Bachelor's Degree from an accredited College or University with a concentration in computer-related technology and/or Business Administration; or equivalent experience in management information systems. Three years increasingly responsible experience with information systems including network, computing devices, maintenance and troubleshooting.

**DESIRABLE QUALIFICATIONS – EDUCATION, TRAINING AND/OR EXPERIENCE:**

Experience in public education environment.

**KNOWLEDGE SKILLS AND ABILITIES:**

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 computing devices, printers, copiers; work independently; communicate effectively in written and oral form; establish and maintain effective working relationships with others in a large and diverse user environment. Must be flexible and receptive to change. Possess a valid California driver's license and proof of liability insurance coverage in the minimum amount required by SJCOE policy; insurable by the SJCOE carrier. Must furnish own transportation as required to fulfill job duties.

**CREDENTIALS AND OR SKILLS AND ABILITIES:**

Operate and have a sound technical understanding of a wide variety of computing systems, operations, hardware and software; proper office methods and practices; operational requirements of networked computer systems; applications including Microsoft Office and others; Chromebooks, Macintosh, Windows and Windows Server operating systems; mobile computing platforms including smart phones and tablets; modern computer techniques, methodologies, principles, and practices. Maintain and actively pursue personal knowledge of current industry trends and technological advancements within the computing field.

**SUMMARY OF POSITION:**

Under the general direction of the Technology Manager, performs a variety of tasks including operation and installation of Chromebook, Macintosh and Windows operating systems and mobile computing devices along with a variety of peripheral and network equipment; assists customers to determine cause and resolution of problems. Perform other related duties as required.

**ESSENTIAL FUNCTIONS:**

Essential functions may include, but are not limited to:

1. Work effectively with school districts, community organizations, government agencies, parents, students, and/or staff.
2. Maintain confidentiality on issues concerning program and staff.
3. Participate, coordinate, or conduct a variety of meetings, staff development, committees, trainings, workshops, and/or conferences in order to present material and information concerning department programs, services, operations, and activities.

4. Represent the SJCOE at local, regional, and state meetings, conferences, in-services, boards, councils, and events.
5. Communicate effectively both orally and in writing.
6. Analyze situations accurately and adopts an effective course of action.
7. Establish and maintain cooperative and effective working relationships with others.
8. Work independently with little direction.
9. Meet schedules and timelines.
10. Utilizes computing hardware and software, word-processing, spreadsheet, and database applications to perform basic duties including documentation, reporting, scheduling and user support.
11. Receives calls for assistance, installations, and general maintenance; logs calls, prioritizes and takes appropriate action to ensure a satisfactory response with acceptable time frames for customers; provides status reports on all requests.
12. Provides training and support to a diverse customer base in the proper application of computing hardware and software systems along with policies and procedures related to technology.
13. Maintains a current level of technical knowledge and skills involving computing and software architecture, implementation and troubleshooting, equipment and trends.
14. Installs, tests, operates, monitors and maintains operating systems and applications (word processing, spreadsheets, virus protection, and others), Databases, Network/Internet applications (email, Internet browsers, backup and others) on Chromebooks, Macintosh, Windows and mobile computing devices.
15. Responds to a rapidly changing technical environment and the requirements of customers.
16. Complies with all standards, procedures, controls, and policies as established by San Joaquin County Office of Education, participating school districts, and the Technology department.
17. Perform other related duties as required.

**PHYSICAL REQUIREMENTS:**

Employees in this position must have the ability to:

1. Sit for extended periods of time.
2. Enter data into a computer workstation, operate standard office equipment, and use a telephone.
3. See and read a computer screen and printed matter with or without vision aids.
4. Speak, hear and understand speech at normal levels and on the telephone.
5. Stand, walk, and bend over, reach overhead, grasp, push, pull and move, lift and/or carry up to 25 pounds to waist height.

**WORK ENVIRONMENT:**

Employees in this position will be required to work indoors and outdoors in a standard office environment and come in direct contact with SJCOE and school district staff, students, parents, outside agency staff and the public. Employees may be required to work outside of normal workdays and office hours for emergency situations, troubleshooting, critical demand periods, scheduled vacations or to meet installation deadlines. Requires travel within San Joaquin County and occasionally elsewhere within California.

