

ORANGE UNIFIED SCHOOL DISTRICT

SENIOR TECHNOLOGY SUPPORT SPECIALIST

DEFINITION

Under general supervision, the position provides specialized technical support for schools and departments in the operation, maintenance and support of a computer network including computers, software, and peripherals. Acts as a resource person in computerized instruction; troubleshoots and fixes complex technology and media problems and assists in the analysis, evaluation, and implementation of solutions to technology related problems. Provides direct technology support to students, staff, and district administrators and performs related work as required.

DISTINGUISHING CHARACTERISTICS

Provides technical support to site personnel; operates file servers and a variety of technology devices; monitors and maintains proper working order of District technologies; performs maintenance on computers and other technologies; prepares back-ups as needed; contacts computer system vendors for parts, maintenance and programs; acts as resource to staff and other technology support staff for computer operations; maintains inventory of equipment; provides clear and concise reports to supervisor and others; maintains the security of the technology system; creates and maintains appropriate documentation; performs technical tasks in the implementation of duties; participate in in-service programs recommended by the District; trains other Technology Support Specialists and staff as appropriate.

ESSENTIAL DUTIES

Main functions include but are not limited to:

- Performs complex diagnostic and troubleshooting processes.
- Provides support to technology staff troubleshooting technology issues.
- Researches and implements solutions to technology concerns on District sites.
- Installs, configures, and maintains approved hardware, software, and new equipment.
- Manages and updates inventory and teacher proficiencies and assists information systems with technology safety controls including virus protection.
- Communicates with school and department staff on technology needs and serves as site contact person for all for all system, network, and computer related concerns.
- Manages and prioritizes work through a ticket management system.
- Plans and supports technology learning platforms and assists students in the methods and procedures of computer and program operation.
- Performs complex technical projects and provide clear and concise reports to supervisor and others.
- Creates technical guides and processes to support site and technology staff on the use and maintenance of technology.
- Plans and implements trainings with school and department personnel.

QUALIFICATIONS

Knowledge of:

- Set-up, upgrading, and maintaining Microsoft Google, and iOS operating systems
- Installation of new software packages on a network
- Solutions to network issues and installing new network hardware
- Practical student learning patterns and behavior
- Techniques used in controlling and motivating students

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- Word processing, database management, structures of computerized library media systems
- Modern office equipment and procedures
- Basic computer instructional techniques and student digital learning materials
- Methods for effective collaboration with staff and the public
- Proper English usage; math; routine record keeping, safe working methods and procedures

Ability to:

- Assume responsibility for school and department personnel training
- Problem solve software and network problems
- Learn new skills to keep current with changes in technology
- Read and understand software manuals and other documentation and apply procedures, coordinate materials as appropriate
- Perform routine clerical work and basic arithmetical calculations
- Demonstrate excellent interpersonal skills with students, staff, and the community
- Maintain positive working relationships with those contacted in the course of work
- Understand and carry out oral and written instructions
- Work autonomously
- Effectively communicate verbally and in writing

EXPERIENCE AND EDUCATION

Any combination of experience and training that would likely provide the required knowledge and skill is qualifying. A typical way to obtain the required knowledge and skill would be:

Experience

A minimum of four (4) years of experience in a modern technology environment including working as a support person for schools or other departments.

Education

High school diploma and completion of coursework in computer science or in a closely related field. Technical training or certifications desired. Bachelor's Degree desirable.

OTHER REQUIREMENTS

License

Possession of a valid California Motor Vehicle Operator's License

Other Conditions

Insurability by the District's liability insurance carrier

PHYSICAL DEMANDS

This position classification performs light work that involves sitting a portion of the time, may require lifting up to fifty (50) pounds, pushing and/or pulling of objects, and walking and standing for extend periods.