

MODESTO CITY SCHOOLS
JOB DESCRIPTION
COMPUTER SUPPORT SPECIALIST I

DEFINITION:

Under the direction of the Supervisor-Computer Installation Support, perform a variety of help desk duties such as answering and responding to telephone inquiries and assisting users in using computers, terminals and printers; install, maintain, repair and diagnose problems for computer systems, peripherals, and data communication equipment and install and upgrade systems applications software.

DISTINGUISHING CHARACTERISTICS: The Computer Support Specialist I is the entry level classification in the series, incumbents work at the Help Desk or at an assigned school site as part of a team performing more routine functions with less independence. The Computer Support Specialist II is the journey-level in the Computer Support Specialist series and work as part of a team at an assigned school site. At this level incumbents are distinguished from the Computer Support Specialist I, by increased complexity of resources being supported. The Computer Support Specialist III is the advanced-level in the Computer Support Specialist series. Incumbents work at a one to one site or any assigned site as a lead member in a team or independently and perform a wider scope of responsibilities involving greater difficulty and complexity of the analytical tasks.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

- Perform a variety of Help Desk duties; answer and respond to telephone inquiries; send and receive emails; assist users in using computers, terminals and printers; assist end users in problem determination and solutions on site, remotely and via Help Desk; review and prioritize work orders.
- Install technology hardware, including computers, peripherals and networked equipment; install software including operating systems and application software as directed.
- Troubleshoot problems with computer hardware, operating systems and application software; report network problems to appropriate staff personnel; identify equipment malfunctions and perform repairs.
- Assist with the installation of networking hardware and software including server operating systems and network management software.
- Identify, troubleshoot and resolve computer related equipment malfunctions such as black screens, touch screens, battery issues, connectivity problems, resets and related issues.
- Maintain warranty information for all District computer hardware and software.
- Assist users in problem determination and solutions on site, remotely and via hotline Help Desk.
- Order and install replacement parts for District computers, printers and peripherals.
- Perform repairs and upgrades to software applications; refer major maintenance and repair needs to appropriate personnel as needed.
- Schedule and perform regular routine maintenance on all District computers, printers and peripherals equipment.
- Maintain related logs, reports and records of hardware and software serviced, repaired and loaned.
- Operate a variety of standard office equipment including a computer and assigned software.
- Operate mobile devices and applicable operating systems.
- Operate a variety of hand or power tools, switches and network cables; perform equipment tests using specialized equipment.
- Drive a vehicle to conduct work; maintain database of service calls; respond to regular and emergency service calls.

- Effectively communicate and maintain cooperative relationships with those contacted during the course of work.
- Attend meetings, in-service trainings and conferences as directed.

OTHER DUTIES:

- Perform related duties as assigned.

REQUIRED QUALIFICATIONS:

Education and Experience:

- Any combination equivalent to: graduation from high school and two years experience in the installation, maintenance and repair of computer systems, peripherals and related equipment.

Licenses and other Requirements

- Valid California Class C driver's license.
- Must provide a DMV printout within five (5) work days of offer of employment.
- Maintain participation in CA DMV Assessment System/Automatic Pull Program.

Knowledge of:

- Computer hardware systems and languages utilized.
- Applicable networking hardware and software applications.
- Materials, methods and tools used in the operation and repair of computer and network systems.
- Leadership and training methods and techniques.
- Record-keeping techniques.
- Basic instructional techniques.
- Operation of a variety of standard office equipment including a computer and assigned software.
- Operation of mobile devices and applicable operating systems.
- Applicable scripting methods.
- Interpersonal skills using tact, patience and courtesy.
- Technical aspects of field of specialty.
- Oral and written communication skills.
- Applicable laws, rules and regulations related to assigned activities.
- Inventory methods and practices.
- Proper methods of storing equipment, materials and supplies.

Ability to:

- Perform skilled work in the repair, maintenance and installation of a variety of computers, devices, software applications, hardware equipment and peripherals.
- Provide technical assistance to computer systems users.
- Research and recommend new system software and hardware.
- Make routine equipment adjustments and perform routine maintenance.
- Identify, troubleshoot and repair computers, mobile devices, peripherals and network equipment.
- Provide training and assistance to staff concerning the operation of computers and related peripheral equipment.
- Establish and maintain cooperative and effective working relationships with others.
- Communicate effectively both orally and in writing.
- Prioritize and schedule work.
- Meet schedules and time lines.
- Work independently with little direction.

WORKING CONDITIONS:

Work Environment:

- Indoor/Office/Help Desk environment.
- Constant interruptions.

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.

- Dexterity of hands and fingers to operate hand tools, computer keyboards and other assigned equipment.
- Reaching overhead, above the shoulders and horizontally.
- Climbing ladders and working from heights.
- Sitting or standing for extended periods of time.
- Lifting and carrying moderately heavy equipment.
- Bending at the waist, kneeling or crouching.
- Seeing to perform computer repair duties.
- Climbing ladders to install equipment.

The information contained in this job description is for compliance with the Americans with Disabilities Act (A.D.A.) and is not an exhaustive list of the duties performed.

Cabinet Approved: 6/12/12

Unit Approved: 12/12/12

Board Approved: 1/14/1

FLSA Status: Non Exempt