

ELK GROVE UNIFIED SCHOOL DISTRICT

CLASS TITLE: COMPUTER TRAINING AND SUPPORT SPECIALIST II

BASIC FUNCTION:

Under the direction of the Centralized Technical Services Manager, serve as a technical resource to District personnel; install, troubleshoot and perform repairs on computers as appropriate; install, maintain and repair Local Area Network (LAN) servers and workstations; assist personnel with setting up and maintaining LAN computer applications; provide training to personnel in operating computers, LAN systems and related applications.

DISTINGUISHING CHARACTERISTICS:

The Computer Training and Support Specialist II classification is responsible for installing, maintaining and repairing LAN servers and workstations. Incumbents provide training and assistance in operating LAN systems. The Computer Training and Support Specialist III classification is responsible for installing, maintaining and repairing Windows NT servers and workstations. Incumbents develop and conduct computer training programs for District personnel and develop and implement project plans for utilizing new technology. The Computer Training and Support Specialist I classification is responsible for serving as a technical resource and providing training to District personnel in operating computers and related applications. Incumbents troubleshoot and perform minor repairs on computers.

ESSENTIAL FUNCTIONS:

Install, maintain and repair LAN servers and workstations; setup and maintain network directories on District servers; prepare and maintain documents related to server maintenance and repairs according to established procedures and guidelines.

Serve as a technical resource to District personnel; operate the computer support hotline; answer telephone calls; respond to inquiries and provide technical information, advice or referrals.

Install computers and related peripheral equipment including printers, scanners, plotters, Ethernet cards and a variety of drives; remove and reinstall computer equipment as necessary; maintain network connections and other cabling as needed.

Travel to District sites to troubleshoot software and hardware related problems; perform repairs on computers and applications as appropriate.

Assist personnel with setting up and maintaining computer applications; install updated versions of software as directed.

Conduct classroom training and in-services in the operation of computers, LAN systems and related

applications for assigned personnel; prepare related training and informational materials.

Prepare and maintain a variety of records and reports related to assigned activities; prepare documents related to inventory of computer parts and equipment.

Operate a variety of office equipment including a telephone, fax machine, copier, computer and assigned software; operate a vehicle to conduct work.

Consult with vendors, service providers and technical support regarding the purchase of parts, status of repairs, and software and hardware related questions.

Maintain current knowledge of technological advances in the field.

Review hardware and software and recommend for purchase.

Perform related duties as assigned.

DEMONSTRATED KNOWLEDGE AND ABILITIES:

KNOWLEDGE OF:

Principles and practices of installing and maintaining LAN servers and workstations.

Computer hardware systems, peripheral equipment, software applications and languages utilized by the District.

Materials, methods and tools used in the installation, operation and repair of computer systems and applications.

Technical aspects of computer training and support.

District organization, operations, policies and objectives.

Policies and objectives of assigned program and activities.

Record-keeping and report preparation techniques.

Oral and written communication skills.

Interpersonal skills using tact, patience and courtesy.

Modern office practices, procedures and equipment.

Proper lifting techniques.

ABILITY TO:

Serve as a technical resource to District personnel.

Install, troubleshoot and perform repairs on computers as appropriate.

Install, maintain and repair LAN servers and workstations.

Assist personnel with setting up and maintaining computer applications.

Provide training to personnel in operating computers, LAN systems and related applications.

Communicate effectively both orally and in writing.

Establish and maintain cooperative and effective working relationships with others.

Maintain records and prepare reports.

Determine appropriate action within clearly defined guidelines.
Work independently with little direction.
Meet schedules and time lines.
Plan and organize work.
Maintain current knowledge of technological advances in the field.
Maintain consistent, punctual and regular attendance.
Move hands and fingers to operate a computer keyboard.
Hear and speak to exchange information.
See to view computer monitor and read a variety of materials.
Sit for extended periods of time.
Bend at the waist, kneel and crouch to perform repairs.
Use proper lifting methods.

EDUCATION AND EXPERIENCE REQUIRED:

Any combination equivalent to: graduation from high school supplemented by college-level course work in electronics, computer repair, computer science or closely related field and three years experience in the repair of computers and peripheral equipment.

LICENSES AND OTHER REQUIREMENTS:

Valid California driver's license.
Arm-lift 40 pounds and floor-lift 40 pounds.

WORKING CONDITIONS:

ENVIRONMENT:
Office environment.
Constant interruptions.
Driving a vehicle to conduct work.