

Elk Grove Unified School District

Class Title: Computer Training and Support Specialist I

Basic Function:

Under the direction of the Desktop Support and Helpdesk Manager, serve as a technical resource to District personnel. Assist with technology projects. Administer technology related solutions, services and software. Demonstrate knowledge of technology through both education and years of experience. Install, configure, troubleshoot, maintain and repair personal computers and personal computing devices. Conduct technical training for district personnel.

Distinguishing Characteristics:

The Computer Training and Support Specialist I job classification is responsible for supporting personal computers and related technology for systems running Microsoft Windows, Google Chrome OS and Apple Mac OS. Applicants are expected to have knowledge of technology and technical support in a business or education environment. The Computer Training and Support Specialist I will sometimes be called upon to assist team members with technology projects including software and hardware rollouts, deployments, application and operating system upgrades, as well as new technology implementations. Successful candidates will demonstrate professional behavior, provide assistance and backup support to other members of the Desktop Support and Helpdesk teams as needed.

Essential Functions:

Serve as a technical resource to District personnel, answering phone calls, email requests and other inquiries, providing technical information, advice and referrals.

Assist with technology projects and department initiatives.

Install, maintain, and support computers and related technology equipment including but not limited to: data storage devices, printers, plotters, scanners, network switches, data cabling, and other peripherals.

Travel to District sites to troubleshoot both hardware and software.

Perform component replacement on computer hardware as appropriate.

Assist personnel with the setup, maintenance and troubleshooting of computer applications as directed.

Conduct classroom training and individualized one-on-one training in the operation of computers, application software and other solutions. Prepare instructional materials and documentation.

Prepare and maintain records and reports related to testing, troubleshooting and other assigned activities. Prepare documents and reports related to the inventory of computer parts and equipment.

Operate a variety of office equipment including telephone, fax machine, copier, computer, and common productivity software.

Operate a vehicle to conduct work.

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

Perform other related duties as assigned.

Demonstrated Knowledge and Abilities:

Knowledge of:

- Principles of installation, configuration and maintenance of personal computing devices
- Operating systems such as Microsoft Windows, Google Chrome OS, and Apple Mac OS
- Common application software packages
- Computer hardware including desktop, laptop, tablet, and convertible devices
- Computer peripheral equipment including printers, monitors, and other equipment
- General understanding of computer networking including TCP/IP, network switches and cabling
- General understanding of enterprise backend including file, email and application servers
- General understanding of hosted services including the concepts of SaaS and cloud computing
- Basic 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
- Provide assistance and support to other Computer Training and Support Specialists
- Solve problems using logic and reasoning
- Install, troubleshoot, maintain and repair personal computing devices including:
 - Desktop, Laptop, Tablet, and Convertibles
- Assist personnel with setup, configuration and maintenance of computer software applications
- Assist with technology projects and department initiatives
- Conduct technical training for District personnel
- Learn District organization, operations, policies and objectives
- Learn Technology Services department policies and objectives
- Clearly communicate technical topics both verbally and in writing
- Establish and maintain cooperative and effective working relationships with others
- Maintain records and prepare reports
- Understand and follow oral and written instructions
- Work independently
- Meet schedules and timelines
- Prioritize, organize and schedule work
- Maintain current knowledge of technological advances
- 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 and electronic device displays and monitors
- Sit for extended periods of time
- Bend at the waist, knee 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, personal computer technical support and maintenance, computer science, or closely related field and three years of experience in a personal computer or server technical support role.

Licenses and Other Requirements:

- Valid California driver's license
- Employee Entrance Evaluation (Arm-lift and floor-lift 40 pounds)

Working Conditions:

- Office Environment
- Constant interruptions
- Driving a vehicle to conduct work