

JOB DESCRIPTION
Grossmont Union High School District

MICROCOMPUTER SUPPORT TECHNICIAN

Purpose Statement:

The job of Microcomputer Support Technician is done for the purpose/s of installing, upgrading and configuring workstations within the District; resolving software and hardware problems; developing and delivering job aides; and setting passwords and security levels. Some positions in this classification are assigned to work under a contract in a corrections environment at a secure facility and may require additional clearances.

This job reports to Director, Technology Services

Essential Functions

- Administers district policies regarding use of computers and data access (e.g. updating virus software, set passwords, etc.) for the purpose of ensuring compliance with district policy and departmental guidelines.
- Administers Novell services for the purpose of delivering services to meet the District's networking requirements.
- Assists in the planning, designing, procurement and building of server based (LAN) labs and workstations for the purpose of providing equipment and systems to meet the organizations computer and networking requirements.
- Creates databases for the purpose of providing efficient alternatives to manual processes.
- Develops user job aids and on-line library of supplemental instructions for the purpose of enhancing staff ability to utilize computer software applications.
- Installs and maintains MAC and PC classroom servers, print drivers, scanners, etc. for the purpose of ensuring availability for use by District personnel.
- Interacts with the District network for the purpose of installing, configuring and troubleshooting work stations.
- Maintains a variety of manual and electronic files and/or records (e.g. permission levels, network identification, security access, licenses, work logs, etc.) for the purpose of documenting activities, providing reference and audit trails.
- Maintains workstation and server functionality (e.g. install patches and/or upgrades, maintain GHOST server and images; support Active Directory, etc.) for the purpose of ensuring availability of desktop and server functionality for all users.
- Manages Nextex and transportation databases for the purpose of optimizing performance and delivering services in conformance with established guidelines.
- Performs initial workstation computer, peripheral and server set-ups (e.g. installation, testing, configuring, assigning passwords, security clearances, imaging, etc.) for the purpose of meeting the computer processing needs of the users.
- Prepares a variety of written materials (e.g. procedures, documentation, reports, memos, letters, etc.) for the purpose of documenting activities, providing written reference and/or conveying information.
- Provides training and inservice in general computer use, software applications, and file server operations for the purpose of ensuring the efficient use of computers and/or software application.
- Responds to inquires from a variety of district personnel for the purpose of providing support, technical advice and operational assistance.
- Responds to requests for help, repairs, training, and/or upgrades, etc. by telephone or email for the purpose of providing information, scheduling appointments and/or referring to alternate resources.
- Troubleshoots user issues with computer workstations and servers (e.g. questions about application software, connectivity issues, peripheral malfunctions, etc.) for the purpose of providing immediate assistance to users for problem resolution.

Other Functions

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- Researches software applications for the purpose of recommending standardized applications in accordance with the district's technology goals.

Job Requirements: Minimum Qualifications

Skills, Knowledge and Abilities

SKILLS are required to perform multiple, technical tasks with a need to periodically upgrade skills in order to meet changing job conditions. Specific skills required to satisfactorily perform the functions of the job include: teaching technical topics to non-technical audiences; adhering to safety practices; planning and managing projects; and gathering information to diagnose problems.

KNOWLEDGE is required to perform basic math, including calculations using fractions, percents, and/or ratios; read technical information, compose a variety of documents, and/or facilitate group discussions; and solve practical problems. Specific knowledge required to satisfactorily perform the functions of the job includes: current generation and legacy computer operating and networking systems (e.g. Windows, MAC, Novell, ZenWorks, etc.); computer hardware/network and troubleshooting techniques; network security; and office application software.

ABILITY is required to schedule activities; collate data; and use basic, job-related equipment. Flexibility is required to work with others in a wide variety of circumstances; work with data utilizing defined and similar processes; and operate equipment using a variety of processes. Ability is also required to work with a wide diversity of individuals; work with similar types of data; and utilize a variety of types of job-related equipment. In working with others, problem solving is required to identify issues and create action plans. Problem solving with data may require independent interpretation; and problem solving with equipment is significant. Specific abilities required to satisfactorily perform the functions of the job include: developing effective working relationships; communicating with persons with diverse technical knowledge and skills; providing clear instructions; and setting priorities.

Responsibility

Responsibilities include: working under limited supervision following standardized practices and/or methods; leading, guiding, and/or coordinating others; and operating within a defined budget. Utilization of some resources from other work units may be required to perform the job's functions. There is a continual opportunity to significantly impact the Organization's services.

Working Environment

The usual and customary methods of performing the job's functions require the following physical demands: occasional lifting, carrying, pushing, and/or pulling; some stooping, kneeling, crouching, and/or crawling; and significant fine finger dexterity. Generally the job requires 10% sitting, 45% walking, and 45% standing. The job is performed under a generally hazard free environment and in a clean atmosphere.

Experience Job related experience is required.

Education Targeted job related education that meets organization's prerequisite requirements.

Required Testing

As required for position

Certificates & Licenses

Valid Driver's License and Evidence of Insurability
Applicable Certifications

Continuing Educ. / Training

Maintain current levels of training

Clearances

Criminal Justice Fingerprint/Background Clearance
TB Clearance

FLSA Status

Non Exempt

Approval Date

6/15/2006

Salary Grade

Unit II 62