**DEL MAR UNION SCHOOL DISTRICT**

CLASS TITLE:      TECHNOLOGY SUPPORT SPECIALIST

**BASIC FUNCTION:**

Under the direction of the Executive Director of Capital Programs and Technology, provide guidance and technical support for staff, students, and families of the District.  The incumbent will require the use of initiative, problem solving skills, public relations skills, and independent judgement.  The incumbent will require computer troubleshooting skills and a basic knowledge of networking, data communications, and software systems and possess intermediate knowledge of office methods, regulations, and procedures.

**REPRESENTATIVE DUTIES:**

- Provide specialized user support services including the timely diagnosis and resolution of problems and malfunctions in computers and applications.
- Identify problem sources to resolve hardware and software failures and malfunctions.
- Document problems relating to hardware and software, resolving them independently or referring them to appropriate staff as needed.
- Perform setup, configuration, and installation of computers, peripherals, and applications software and hardware for users.
- Work cooperatively with other department staff in assisting and resolving user technical problems.
- Coordinate service calls and schedule appointments between service providers and users who are experiencing problems/malfunctions and ensure satisfactory resolution.
- Troubleshoot and resolve desktop issues.
- Provide direct support for school and district staff, DMUSD families, and consultants.
- Coordinate scheduled processes and system maintenance.
- Receive and respond to help desk and email requests for support.  Provide on-site and remote technical assistance for software telecommunications and other technology systems.
- Inputs data into an assigned computer system and generate a variety of computerized reports; analyze and respond to data processing requests; initiate queries and manipulate data as appropriate.
- Answer telephones; send and receive emails; respond to inquiries and provide technical support to District personnel regarding technology.
- Communicate with personnel and outside agencies to exchange information and resolve issues or concerns.
- Operate a variety of job related and office equipment including a copier, scanner, computer and assigned software.
- Act as a technical resource to the Technology Department.
- Perform related duties as assigned.

**KNOWLEDGE AND ABILITIES:**

**KNOWLEDGE OF:**
- Data system terms, practices and procedures
- Principles, methods and procedures of operating computers, application software, networks, and peripheral equipment
- Computer hardware, networking, operating system software and its applications
- Computer practices, procedures, documentation and causes of user downtime
- Routine maintenance methods and procedures utilized to maintain the proper performance of computer and peripheral equipment
- Logical steps in operating systems and record management
- Interpersonal skills using tact, patience and courtesy
- Proper English, grammar, spelling and pronunciation
- Proper telephone techniques
- Applicable database software and spreadsheet applications
- Technical troubleshooting and documentation standards and best practices

**ABILITY TO:**
- Ensure user needs are met in a timely and satisfactory manner
- Determine origin of computer malfunctions and resolve them
- Train users in the operation of computer and associated peripheral equipment
- Perform general repairs on equipment and related hardware and software
- Install and configure computer equipment
- Lift computer equipment using safety procedures and equipment
- Learn the operations, procedures, policies, and requirements of the assigned work unit or program and effectively apply them with good judgment in a variety of procedural situations.
- Read and accurately interpret detailed operating instructions
- Monitor and help train school personnel in the use of technology systems
- Communicate effectively both orally and in writing
- Establish and maintain cooperative and effective working relationships with others
- Determine appropriate action within clearly defined guidelines
- Understand and follow oral and written instruction
- Prioritize and appropriately schedule assignments or tasks to meet established deadlines

**EDUCATION AND EXPERIENCE:**
Any combination of education, experience, and/or training equivalent to vocational or technical training in a computer science, information systems or related field and two years of recent, experience in the maintenance, installation, configuration, upgrades of hardware, software, and operating systems of microcomputers.

**LICENSES AND OTHER REQUIREMENTS:**
- Valid California driver's license
- Criminal Fingerprint Clearance (through Department of Justice and Federal Bureau of Investigation)
- Physical
- TB Clearance

**WORKING CONDITIONS:**

### ENVIRONMENT:
- Indoor environment.
- Outdoor (minimal).
- Travel between school locations.

### PHYSICAL DEMANDS:
- Hearing and speaking to exchange information.
- Seeing to perform assigned duties.
- Sitting or standing for extended periods of time.
- Dexterity of hands and fingers to operate specialized equipment.
- Kneeling, bending at the waist, and reaching overhead, above the shoulders and horizontally, to retrieve and store files and supplies.
- Lifting, carrying, pushing, and pulling objects up to 25 lbs.
- Climbing ladders.

### HAZARDS:
- Working at heights (ladder) inside or outside.
- Electrical Power supply and low voltage equipment.
- Working in cramped areas with limited ventilation.

**SALARY:**
Placement on the Classified Salary Schedule on Range 30.

Pending Board Approval: September 23, 2020