

TORRANCE UNIFIED SCHOOL DISTRICT

CLASS TITLE: TECHNOLOGY SUPPORT SPECIALIST

BASIC FUNCTION:

Under the direction of the Director-Information Technologies, design, service, and maintain school local area networks; assure adherence to security, back-up, disaster recovery plan, software upgrades, and documentation of system as installed.

REPRESENTATIVE DUTIES:

Designs, maintains, installs, and manages school local area networks. *E*

Trouble-shoot Local Area Networks. *E*

Analyzes, tests, and installs software vendor upgrades. *E*

Produces and maintains system and user documentation. *E*

Assists in the collection and analysis of information for projected computer applications; assist in the development of computer labs and determine how labs are to be designed. *E*

Defines and maintains back-up, restoration, and disaster recovery procedures. *E*

Resolves technical problems for users and support personnel. *E*

When applicable, assists and provides support to District personnel. *E*

Performs related duties as assigned.

KNOWLEDGE AND ABILITIES:

KNOWLEDGE OF:

Capabilities of micro-computer and communications hardware utilized by the District.
Methods and procedures of operations electronic computers and peripheral equipment.
Principles of training and providing work direction.
District organization, operations, policies and objectives.

ABILITY TO:

Analyze existing procedures and develop improvements for optimum use of technologies in the District.
Work effectively and independently in designing and implementing local area network.
Analyze user needs and develop effective systems and software.
Communicate effectively both orally and in writing.
Understand and follow written directions.
Prepare clear, complete, concise reports and records.
Establish and maintain cooperative and effective working relationships with others.
Adjust operational schedule according to priority production needs.
Analyze situations accurately and adopt an effective course of action.
Understand and follow oral and written directions.
Plan and organize work.

EDUCATION AND EXPERIENCE:

Any combination equivalent to: two years (60 completed semester units) of college that must include 20 semester units in computer science, programming or related subject area. Experience with the installation and management of file servers, intelligent hubs, and switches. Demonstrated experience with the installation, configuration, and management of Microsoft Windows network. A working knowledge and conceptual understanding of key software components such as word processing, spreadsheets, and database is required. In order to be successful, this position requires strong interpersonal skills in supporting end-users (varying degrees of expertise) in training or problem-solving situations.

WORKING CONDITIONS:**ENVIRONMENT:**

Office environment.

PHYSICAL ABILITIES:

Bending, pushing, moving, lifting heavy objects. Dexterity of hands and fingers to operate a variety of computer equipment, hearing and speaking to exchange information and communicate, and vision to observe accuracy of computer printouts.