

VISTA UNIFIED SCHOOL DISTRICT

CLASS TITLE: LEAD SYSTEMS SUPPORT TECHNICIAN

BASIC FUNCTION:

Under the direction of the Director - Information Systems, coordinate software and hardware support to assure the smooth running of Local Area Network (LAN) operations; lead a small group of employees in performing a variety of technical resource services in the installation, troubleshooting, and maintenance of hardware and software; provide technical assistance to LAN users.

REPRESENTATIVE DUTIES:

Lead a small group of employees in performing a variety of technical resource services in the installation, troubleshooting, and maintenance of hardware and software; train and provide work direction to assigned staff in the use of LAN equipment and software. *E*

Coordinate software and hardware support to assure the smooth running of LAN operations; coordinate and prioritize activities to assure technical issues reported to the site help line are resolved in a timely manner; assist administrators with the implementation of changes in technical procedures. *E*

Perform a variety of technical resource services in the installation, troubleshooting, and maintenance of hardware and software; install, configure and maintain a variety of multi-vendor hardware and software in workstations and stand alone environments; repair and replace hardware as needed. *E*

Provide technical assistance to LAN users; respond to technical inquiries and provide information; identify, troubleshoot and resolve network issues related to printing, application access, workstation communication and memory management for District users. *E*

Troubleshoot a wide variety of computer and network issues; repair or provide for repair of equipment as appropriate. *E*

Maintain network backups; design, customize and configure network images for distribution across the network utilizing a variety of imaging software. *E*

Maintain supply of network cards, cables and peripheral devices and other replacement parts. *E*

Configure computers for network and printing applications according to District standards; troubleshoot and resolve printer and printer communication issues; assure proper internet and e-mail access; install appropriate software and hardware. *E*

Train users in the operation of LAN equipment; facilitate the coordination of necessary staff development. *E*

Communicate with Site personnel, students, parents and a variety of outside agencies to exchange information and resolve issues or concerns. *E*

Prepare and maintain a variety of records and reports related to technical issues, inventory, hardware and software, work orders, purchase requisitions, and user and network information. *E*

Operate various technical and office equipment including a telephone, cable tester, variety of hand and power tools, and a computer and assigned software; operate a vehicle to travel to work sites and conduct work as assigned by the position. *E*

Attend assigned meetings, conferences, in-services and workshops to maintain current knowledge of technological advances. *E*

Perform related duties as assigned.

KNOWLEDGE AND ABILITIES:

KNOWLEDGE OF:

Network systems and operations related to LAN and WAN.

Installation and operation of computer hardware including memory, power supplies, fans, cabling, Installation and operation of computer operating systems.

Hardware and software configurations.

Modern office methods, practices and procedures involving the use of computer technology and related equipment.

Interpersonal skills using tact, patience and courtesy.

Record-keeping and report preparation techniques.

Oral and written communication skills.

Principles and practices of supervision and training

Legal and defensive driving practices as assigned by the position.

Department and program objectives and goals.

ABILITY TO:

Coordinate software and hardware support to assure the smooth running of LAN operations.

Lead a small group of employees in performing a variety of technical resource services in the installation, troubleshooting, and maintenance of hardware and software.

Perform a variety of technical resource services in the installation, troubleshooting, and maintenance of hardware and software.

Provide technical assistance to LAN users.

Learn department and program objectives and goals.

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.

Meet schedules and time lines.

Observe legal and defensive driving practices.

Maintain current knowledge of technological advances in the field.

Analyze situations accurately and adopt an effective course of action.

Plan and organize work.

Prioritize and schedule work.

EDUCATION AND EXPERIENCE:

Any combination equivalent to: graduation from high school supplemented by college-level course work in computer hardware and software applications or a related field and four years of related experience including hardware and software applications in a network environment.

LICENSES AND OTHER REQUIREMENTS:

Some positions in this class may require a valid California driver's license.

WORKING CONDITIONS:

ENVIRONMENT:

Office environment.

Constant interruptions.

Driving a vehicle to conduct work as required by the position.

PHYSICAL DEMANDS:

Dexterity of hands and fingers to operate a computer keyboard.

Sitting for extended periods of time.

Hearing and speaking to exchange information in person or on the telephone.

Seeing to view monitor and read a variety of materials.

Walking to various District locations.

Lifting moderately heavy objects.

Climbing ladders to diagnose problems.

HAZARDS:

Extended viewing of computer monitor.