

Humboldt County Office of Education Technology Support Specialist / Programmer



JOB SUMMARY

Under general supervision from the Manager of Information Network Services, supports the HCOE and school districts in the design, installation, and on-going support of existing and new technologies; including, but not limited to Local and Wide Area Network infrastructure, PC and Macintosh hardware and software support, Multi-platform server support, wireless communications, and multimedia technologies; participate in the design, programming, and implementation of Web based, and Client Server software solutions; provide computer operation support on the HP3000 system and perform related work as required.

EXAMPLES OF DUTIES:

Support HCOE and school districts in the design, installation, and on-going maintenance of Local and Wide Area Networks utilizing latest technologies, such as Cat 5 and 6 wiring, fiber optics, and wireless communications. Install and support server based solutions utilizing Windows NT/2000, Unix, Linux, and Macintosh servers. Support administrative and instructional users in the preparation of hardware and software specifications to ensure compatibility and compliance with HCOE's standards. Perform installation, training, and troubleshooting support for PC and Macintosh microcomputer equipment. Install, configure and troubleshoot LAN/WAN infrastructure equipment such as routers, hubs, switches, firewalls, and filtering devices. Working with HCOE and District staff while utilizing Information Network Services adopted hardware and software standards, provide design, programming, implementation, and training support for Web and Client Server software solutions. Under the direction of the Network Administrator, assist in the maintenance and management of the HCOE's Windows NT/2000, UNIX, and Linux servers. In the absence of the Network Administrator, perform Network Administrator's duties as directed by the Manager of Information Network Services. May be called upon to provide one to one and classroom technology training for HCOE and school district staff. Assist Information Network Services staff in performing computer operations on the HP3000, and other duties as assigned by the Manager of Information Network Services.

EMPLOYMENT STANDARDS

Education and Experience:

Completion of four years of college and four years of increasingly responsible experience in an information technology environment involving microcomputers, Local and Wide Area Networks, and multi-platform servers. Additional technical experience of a similar nature may be substituted on a year-for-year basis for the four years of college.

Minimum experience criteria is as follows:

- 3 years experience in an electronic network environment;
- 2 years full time experience in managing Window NT and Unix based networks;
- 2 years experience in on-site installation, diagnosis, maintenance, and training pertaining to all facets of PC and Macintosh hardware and software;
- Demonstrated experience relevant to providing user training;
- Telecommunication concepts, including the working knowledge of Modems, DSU/CSU, Routers, Switches, Hubs, Firewalls, Ethernet, AppleTalk, TCPIP, Frame Relay/Point-to-point/ISDN circuits, Local and Wide Area networks.
- Knowledge and experience relating to cabling systems such as ThinLan, 10BaseT, Fiber Optics, and Coax
- Knowledge and experience relating to Web based programming utilizing various programming languages, SQL, data base languages, Java, and scripting languages;

Ability to:

- Train other personnel in the principles and techniques of microcomputer usage on the Macintosh and PC platforms;
- Analyze and evaluate data communication and micro computer problems and effectively implement solutions to those problems;
- Operate diagnostic equipment such as break-out boxes, ohmmeters, circuit tester, Ethernet cable tester, Fiber Optic tools and testing equipment;
- Prepare, install, and test appropriate RS232, RS422, Thinlan, 10BaseT, Fiber Optic cable to meet the needs of the end user;
- Analyze, write specifications, write program code, and implement, Web based software solutions;
- Establish and maintain effective working relationships with others;
- Perform light physical labor, including the ability to lift a 55 pound box of computer paper;
- Possession of, or the ability to obtain a valid California driver's license.

Other Position Requirements:

Individuals who serve as Technology Support Specialist/Programmer provide services in the office, as well as in various sites throughout multiple counties, sometimes serving multiple sites in a single workday. Public speaking skills, group problem solving, leadership ability, the ability to communicate effectively in writing, the capacity to maintain personal demeanor during periods of peak work flow, and perform efficiently within restricted time frames are critical factors for success in this position.

Range 59

Personnel Commission Approved 12/18/01

G:Job Desc/Technology Support Specialist. 2001