

Humboldt County Office of Education

COMPUTER SYSTEMS TECHNICIAN
Classified

POSITION SUMMARY

Under the direction of the Assistant Director of Information Technology and/or Director and in collaboration with other department staff, performs a variety of tasks involved in the installation, configuration, operation, maintenance and repair of local and wide area network connected devices (i.e., computers, switches, printers, etc.) to configuration specifications set by the HCOE Information Technology Department; assists with evaluation and modification of computer systems to assure proper security and operation. Provides support to county office and school district personnel in solving simple to moderate technology-related problems, as well as reporting on security issues and recommending corrective action. Performs related work as required.

EXAMPLES OF DUTIES AND RESPONSIBILITIES

Installs equipment and assists in maintaining systems to optimal capacity; installs, maintains, troubleshoots and performs minor repair to computer equipment, switches and peripherals; assists in monitoring and generating reports of computer performance and bandwidth utilization; assists in installing cables necessary for computer system and networks throughout HCOE and assigned districts; assists in installing and repairing wireless Internet equipment; monitors and troubleshoots local and wide area networks to assure maximum network performance and reliability; monitors remote devices attached to local and/or wide area networks accessing the district's various computer systems; assists in troubleshooting and diagnosing local and wide area network protocols; provides moderate-level technical assistance to end users in person and over the telephone and makes referrals when appropriate; assists in setting up lab environments under the direction of the Assistant Director and/or Director; provides support to end users at HCOE and districts as needed.

EMPLOYMENT STANDARDS

Education and Experience:

Not less than one (1) year of college and a minimum of one (1) year of experience in an information processing environment involving desktop computing and telecommunication technical support or a minimum of two years of computing and telecommunication technical support experience. Experience with Microsoft Active Directory networks highly desirable.

Knowledge of:

- Local and Wide Area Network technology;
- Various computer and network operating systems including, but necessarily limited to, Macintosh OS X, Windows XP, Vista, 7, and 8, and Linux and Windows Server Operating Systems;
- Customer support dynamics;
- Information system processing concepts, theories, and capabilities;
- Basic telecommunication concepts, including familiarity with CSU/DSU, Routers, Hubs, Switches, Ethernet 802.3, Local and Wide Area Networks;
- Ethernet IEEE Standards Cabling;
- English grammar, syntax, punctuation, and spelling.

Ability to:

- Work with limited supervision and adapt to fast pace changing technology and environments;
- Analyze and evaluate networking problems as well as data communication related problems and effectively implement solutions to those problems;

- Work collaboratively with others as a team member and support end-users when needed;
- Operate diagnostic equipment such as ohmmeters, circuit testers, Ethernet cable tester, and etc.;
- Assist in preparation, installation, and testing appropriate Ethernet IEEE Standard Cabling to meet the needs of the end user;
- Maintain existing and newly acquired computing environment and assist in planning or designing environments;
- Read, interpret, and apply technical manuals and related documents;
- Meet the physical requirements necessary to safely and effectively perform assigned duties, including:
 - visual acuity sufficient to work at a computer screen frequently and throughout the day, near and far visual acuity, depth perception, color vision sufficient to recognize people, words, and numbers;
 - frequent standing, and occasional bending, stooping, kneeling;
 - occasional crawling in confined spaces in buildings;
 - lifting up to twenty-five (25) pounds frequently, fifty (50) pounds on an occasional basis, and in excess of fifty (50) pounds with assistance. The heavy objects to be lifted include personal computers, printers, and related equipment;
 - speaking and hearing ability sufficient to hear over phone and carry on routine conversations
 - see to read manuals, video display screens, and other related material;
 - sit for prolonged periods of time operating a computer.

ADDITIONAL REQUIREMENTS

Individuals who serve in the role of Computer Systems Technician provide services in the office, as well as in various sites throughout the county, sometimes serving multiple sites in a single workday. Public speaking skills, group problem solving, 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. This classification requires periodic travel to/from remote worksites to perform duties. The use of a personal or county vehicle while conducting county business is generally expected. The Technician must possess a valid (Class C) California driver's license and have an acceptable driving record or have an approved ADA accommodation plan that insures the timely and efficient fulfillment of any on-site service that may be needed without dependence upon other HCOE staff for transport.

Range 35

Personnel Commission Approved: 12/9/2014