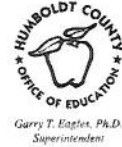


COMPUTER SYSTEMS TECHNICIAN II
Classified



POSITION SUMMARY

Under the general supervision of the Assistant Director of Information Technology and/or Director, independently or as a member of a team, performs a variety of specialized activities involved in the evaluation, installation, configuration, operation, maintenance, and repair of local and wide area network connected devices (i.e., computers, switches, printers, etc.) to configuration specification set by the department, and evaluates and modifies computer systems to assure proper security and operation. Works with the Assistant Director in Project Management and assists in the coordination of service agreements between the Technical HCOE/District Support Unit and HCOE and district customers. Provides support to HCOE and school district personnel in solving moderate to complex technology-related problems, as well as identify priorities, assess security issues and take appropriate corrective action as authorized. Responsible for many facets of computer diagnosis and resolution of hardware and software issues. Writes and revises system documentation, documents security risks and exposures, initiates corrective actions within Department protocol and does related work as required.

EXAMPLES OF DUTIES AND RESPONSIBILITIES

Installs telecommunication system equipment and maintains systems to optimal capacity; installs, maintains, troubleshoots and repairs computer equipment, switches and peripherals; monitors and generates reports of computer performance and bandwidth utilization; installs cables necessary for computer system and networks throughout HCOE and assigned districts; installs and repairs wireless network 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; troubleshoots and diagnoses local and wide area network protocols; configures and ensures the correct operation of device management systems; provides technical assistance to end users in person and over the telephone; sets up computer lab environments; coordinates with users and other IT support service departments to determine appropriate courses of action to achieve operational goals.

EMPLOYMENT STANDARDS

Education and Experience

Not less than two (2) years of college and a minimum of two (2) years of increasingly responsible experience in an information processing environment involving desktop computing, and telecommunication support. One (1) year of related experience may be substituted for one (1) year of college. Successful experience with Microsoft Active Directory networks, providing user training, installation and testing of network cabling systems, including IEEE Standards based cabling, and in preparing recommendations for desktop computing design and modifications.

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;
- Telecommunication concepts including working knowledge of CSU/DSU, Routers, Hubs, Switches, Frame Relay, Ethernet 802.3, Local and Wide Area Networks;

- Ethernet and fiber optic cabling;
- English grammar, syntax, punctuation, and spelling.

Ability to:

- Work independently and adapt to fast pace changing technology and environments.
- Work collaboratively with others in a team environment and train end-users when needed.
- Analyze and evaluate networking problems as well as data communication related problems and effectively implement solutions to those problems;
- Operate diagnostic equipment such as ohmmeters, circuit testers, Ethernet cable tester, etc.;
- Prepare, install, and test appropriate Ethernet IEEE Standard Cabling to meet the needs of the end user;
- Plan, design, and maintain existing and newly acquired computing environment;
- 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 a Computer Systems II Technician provide services at HCOE, as well as in various sites throughout the county, 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. 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 or transport.

Range 45

Personnel Commission Approved: 12/9/2014