



COMPUTER SYSTEM SUPPORT TECHNICIAN

Position Summary

Provides a variety of skilled and expanded technical support for computers, software, and business systems, including needs assessment, system development or programming, project management, and site system administration; prioritizes goals and provides leadership in technology vision; assists with the implementation of enterprise applications.

The Computer System Support Technician (CSST) series provides support specifically for the operation of business systems and related technologies. Classifications in this series differ based upon the complexity of systems and assigned tasks, and the impact of relevant decision-making. Activities are generally focused upon school-specific computer systems, but may also include district-wide responsibilities.

The CSST independently performs skilled technical work and works with complex systems and processes. The CSST frequently deals with complex, non-standardized problems that require the analysis of a variety of data and past practice, including service objectives, to develop appropriate solutions. The CSST frequently analyzes and develops effective problem resolutions and coordinates processes with others.

Supervisory Relationship

This position reports to reports to the Technology Support Specialist Supervisor or other technology designee. Works independently and as part of a team. May receive general direction from Financial Services, Human Resources, Nutrition Services, or other Technology designee.

Essential Functions

1. Provides end user support/problem resolution including desktop/laptop operating systems and applications, computer hardware, printer set-up and connections; projectors, tablets, sound amplification or recording systems, Internet use, enterprise administrative applications, servers and related applications, and network applications.
2. Responsible for the maintenance and monitoring of desktop and laptop operating systems and applications, computer hardware, software inventory, hardware inventory, operating system and application patches, server hardware and applications. Analyzes and resolves problems and issues. Monitors and participates in the resolution of network issues, system administration of servers and network applications.
3. Responsible for setup and configuration of computers, network printers, server hardware and applications, portable computer systems, technologies and unique school systems.
4. Researches and recommends technology directions and innovations.
5. Responsible for full project management, including project coordination, project implementation, carrying out individual project tasks, and overall data integrity.

6. Researches, develops and implements appropriate technology standards, implements district technology standards, coordinates process.
7. Provides training on the use of computer hardware and software and effective use of applications and other technologies for users.
8. Participates in short- and long-term planning; plans, develops and oversees coordination of site-based projects; participates in developing and managing a technology budget; make purchasing recommendations.
9. May develop and write manuals and system process descriptions.
10. May provide coverage as needed for instruction-based technology and related programs in schools.
11. Maintains regular and prompt attendance.
12. Performs other related duties as assigned.

Required Knowledge, Skills and Abilities

1. Demonstrated knowledge and successful experience installing, configuring, and troubleshooting industry standard desktop hardware and applications, including managing software applications.
2. Maintains information on licensing and activation of software and operating systems.
3. Demonstrated knowledge of image creation and restoration techniques on multiple platforms.
4. Demonstrated experience with scripting to automate complex tasks.
5. Demonstrated experience with Active Directory.
6. Basic principles and techniques of computer programming and database structure, along with programming tool and application security standards.
7. Ability to utilize a variety of programming tools or personal computer software to create and manipulate data files, reports, queries, and modifying screen displays and data fields.
8. Ability to research system problems and develop solutions.
9. Ability to enforce standards and procedures.
10. Ability to communicate technical information to non-technical staff, including ability to plan for and train individuals and groups on basic hardware and software usage.
11. Ability to communicate effectively on network related issues with Network Services staff.
12. Ability to collaborate and work with people on many levels, to understand the context within which decisions are made as well as the political working environment within the district and school.
13. Ability to understand and oversee the implementation of district standards.

14. Ability to recognize and effectively and independently prioritize assigned tasks.

Minimum Qualifications

- Two year Associates Degree in Computer Science or related technology field, or equivalent experience and knowledge.
- Three years of progressive experience supporting Windows and Apple desktop computers.
- Must possess a valid Oregon Class C driver's license.

Work Environment

- Work is performed in an office environment.
- Travel to remote sites may be required.

Physical Requirements

Must be able to lift 50 pounds, and crawl, bend, stoop, twist, and lift equipment while troubleshooting or connecting hardware.

ADDITIONAL INFORMATION	
Employee Unit	OSEA - CLASSIFIED
Pay Grade	Grade 14
Approved by	Cydney Vandercar, <i>Director of Human Resources</i>
Last revised	October 21, 2016