

JOB TITLE: Technology Support Technician (Range 21)

DESCRIPTION OF BASIC FUNCTION AND RESPONSIBILITY

Under the supervision of the Director Information Services and Technology, serves as the first point of contact for technology and information systems support requests. This position provides customer service to internal staff and performs routine technical supports tasks.

JOB REQUIREMENTS AND QUALIFICATIONS

- Possession of a valid California driver's license.
- Possession of a high school diploma or equivalent.
- A combination of two year's education and training which demonstrates the ability to perform the essential and marginal duties as described.

ESSENTIAL DUTIES

- Serves as the first point of contact for technology and information systems support requests. This requires successful use of telephone systems and software ticketing systems. This also requires the ability to interact successfully with other individuals on a personal basis.
- Identifies and refers or escalates requests to the person or department best suited for resolving request.
- Receives and tags incoming technology purchases according to established purchasing and security practices.
- Deploys pre-configured computers and peripherals anywhere in the organization and ensures core operability following a deployment checklist.
- Assists customers in locating and using existing support resources, including online material, knowledgebase articles and existing documents or manuals.
- Performs routine technical support tasks including, but not limited to:
 - Login assistance for authorized SCOE resources, using applicable security practices.

- Basic instruction and troubleshooting of audio-visual equipment used in meetings and conferences.
- Routine upkeep of identification badges for access control system.
- Using organizational document templates.
- Reviews open support tickets to help ensure rapid and complete resolution, provides Director and CBO frequent support ticket metric reports.
- Performs basic document recovery from backup systems.
- Performs routine software and hardware updates for and with end-users following a set checklist.
- Performs tier-one diagnostic steps with users who are experiencing technical problems. This includes, but is not limited to:
 - Gathers information from users about the nature of the problem in order to rule out unlikely or impossible scenarios and narrow down possibilities following troubleshooting checklists.
 - Conducts remote-assistance sessions to rule out or resolve issues that may not require the intervention of a technician.
- Coaching customers of the IST department on essential desktop technology activities (creating documents, sharing documents, file-naming and storage practices, using office-suite and document-conversion applications).
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MARGINAL DUTIES:

- Provides routine advice on technology purchasing best practices, including researching products to identify the best available purchasing options. This includes checking with other Information Services Technology (IST) staff regarding what technology purchases work well, and what do not, while balancing the needs of the customers of the IST department.
- Conducts and assists in the regular inventory of technology equipment and materials throughout the agency.
- Reviews software licensing compliance.
- Prepares mobile networking devices for deployment following a set checklist.

- Maintains existing technology equipment, including audio-visual equipment and supplies.
- Performs basic routing and connectivity tests to verify network connectivity of devices following an established diagnostic checklist.
- Scans for viruses and malware.
- Checks software versions and compatibility with organization standards.

SUPERVISION RECEIVED

Employees in this classification receive general supervision within a framework of overall objectives.

SUPERVISION EXERCISED

None

PHYSICAL ACTIVITY REQUIREMENTS

This position requires a physical examination be taken and passed based on the physical requirements listed below:

Work Position (Percentage of Time):

Standing (35%) Walking (30%) Sitting (35%)

Body Movement (Frequency):

None (0) Limited (1) Occasional (2) Frequent (3) Very Frequent (4)

Lifting – lbs. (0-40) Lifting (3) Bending (3)

Pushing and/or Reaching Kneeling or

Pulling Loads (1) Overhead (2) Squatting (3)

Climbing Stairs (3) Climbing Ladders (2)