CAJON VALLEY UNION SCHOOL DISTRICT
PERSONNEL COMMISSION

Job Class Description

COMPUTER SUPPORT TECHNICIAN		
DEPARTMENT/SITE: Information Technology Services	**SALARY SCHEDULE:** **SALARY RANGE:** **WORK YEAR:**	Classified Bargaining Unit 29 per 2023-2024 Schedule 12 Months (260 Days)
REPORTS TO: Chief Technology Officer or assigned supervisor	**FLSA:**	Non-Exempt

BASIC FUNCTION:
Provide specialized technical support services in local, wide, and Internet networked environment throughout the District, primarily in the Apple, Chromebooks, and PC platforms. The incumbents in this classification assist in ensuring available, reliable technologies and connectivity that support both educational and school business processes, thereby directly and indirectly supporting student learning.

DISTINGUISHING CHARACTERISTICS:
Computer Support Technician is entry-level in the series and serves as a first-line, on-site technical assistance to staff. **Help Desk Representativ**e serves as a first-line technical resource to support requests from computer users. **Help Desk Technician** responds to technical support calls from computer users and attempts to resolve issues remotely before an on-site service visit by a technician. **Computer/Network Technician I** class is assigned the less complex client/server and workstation maintenance and the relatively routine network functions. **Computer/Network Technician II** class has responsibility for infrastructure e.g., routers, firewalls, network appliances, and responding to the more technically complex, non-recurring problems occurring within a system-wide network and serves as a technical resource to the department staff.

ESSENTIAL FUNCTIONS, DUTIES, AND TASKS:
The following list of functions, duties, and tasks is typical for this classification. Incumbents may not perform all the listed duties and/or may be required to perform other closely related or department-specific functions, duties, and tasks from those set forth below to address business needs and changing business practices.

Provide first-tier on-site assistance with technical support and training to students, teachers, administrators, and staff.

Drive a vehicle to various sites to conduct work, as assigned by the position.

Installation, configure, update, troubleshoot, and maintain educational software.

Isolate equipment malfunctions, diagnose problems, run software diagnostics, and implement solutions for problems.

Assist with network and hardware set-ups as requested.

Support the function and use of email systems, communication methods, collaboration platforms (e.g.

Google Workspace or Microsoft Teams), and other communication tools.

Perform preventative maintenance on technology equipment, as necessary.

Report and arrange for repairs through appropriate personnel; prepare and submit work orders, as necessary.

Assist in the distribution/collection, troubleshooting, and maintenance of Chromebooks.

Provide multi-media support as needed, including presentation systems (e.g. document cameras and projectors), cable television hookups, and others; assist with configuration and operation of video broadcast systems; regularly inspect and clean A/V equipment.

Perform classification-related duties as assigned to ensure the efficient and effective functioning of the work unit and the District, including various mandatory District trainings.

KNOWLEDGE AND ABILITIES:

KNOWLEDGE OF:
Operation, maintenance, and capabilities of personal computers and peripheral equipment.
Computer software usage and applications.
Correct keyboard techniques.
Data input and retrieval techniques.
Basic understanding of instructional methods and techniques.
Data communications equipment and microcomputer hardware and software products.
Familiarity with network technologies.
Ethical handling practices for programs and stored information.
Basic record-keeping techniques.
Correct English usage, spelling, grammar, and punctuation.
Oral and written communication skills.
Basic math, including calculations using fractions, percentages, and/or ratios.
Current generation and legacy computer operating and networking systems.

ABILITY TO:
Work with network technologies including cable video, maintenance, and implementation.
Communicate with individuals with varying degrees of technical knowledge, skills, and understanding.
Provide guidance to individuals and groups on proper software and hardware operations.
Operate and maintain personal computers and related equipment.
Maintain current, up-to-date knowledge in the field of expertise.
Understand and follow basic methods and procedures used in an instructional setting.
Provide multi-media support as needed.
Assist with Apple and PC-based software applications.
Maintain accurate records.
Understand and follow oral and written instructions.
Establish and maintain cooperative and effective working relationships with others.
Plan and schedule work.
Meet established timelines.
Analyze issues and create action plans.
Interpret, apply, and explain rules, regulations, policies, and procedures related to this assignment.
Work effectively, both independently and as a member of a team.

Adhere to safety practices.
Compose a variety of documents.
Consider a variety of factors when using equipment.
Plan and manage projects.
Read and process a variety of manuals, and write documents following prescribed formats.
Utilize a variety of job-related equipment.

EDUCATION AND EXPERIENCE:
Any combination equivalent to graduation from high school or equivalent, supplemented by course work in network technology, electronics technology, or related field and at least six (6) months of experience in software and hardware maintenance and operations. A+ or Apple certification is desirable.

LICENSES AND OTHER REQUIREMENTS:
Must possess a valid California driver's license and maintain qualification for automobile insurance coverage.
Driving a vehicle to conduct work.

WORKING CONDITIONS:

ENVIRONMENT:
The job is performed in a generally clean and healthy indoor environment.
Working around students and staff.
Frequent interruptions.
Driving a vehicle to conduct work.

PHYSICAL DEMANDS:
Dexterity of hands and fingers to operate a computer keyboard and other office equipment.
Seeing to read and prepare a variety of materials, view a computer monitor for extended periods of time, and perform assigned activities.
Hearing and speaking to exchange information in person and on the telephone.
Sitting and/or standing for extended periods of time.
Reaching overhead, above the shoulders, and horizontally to retrieve and store files and supplies.
Bending at the waist, kneeling, or crouching to file, shelve, and/or retrieve materials.
Regularly lift and/or move up to 50 pounds and occasionally lift and/or move up to 100 pounds with the use of hand trucks or other equipment.

HAZARDS:
Traffic hazards.
Sharp objects.

CLEARANCES:
Criminal Justice Fingerprint / Background
Tuberculosis
Pre-placement Physical and Drug Screen

JOB CLASS HISTORY
Approved: 05/97 (from Comp Lab Tech)
Revised: 08/98, "school added to title 04/01; 06/15 Retitled and Reallocation from R27
Revised: 11/24 (EH&A / MGT Consulting) / GB 11/12/24; PC 10/24/24