

SENIOR IT SUPPORT TECHNICIAN

DEFINITION

Installs, configures, analyzes, services, diagnosis, and repairs servers, desktops and laptop computers, software, and peripheral devices. May act as a team lead in handling server and operating system related issues for a geographic region.

TYPICAL DUTIES

Resolves complex client issues related to servers, desktop, laptop computers, and mobile computing devices operating systems, and related software and applications.
Installs, and configures new servers.
Analyzes and diagnosis wired and wireless local area networks.
Provides troubleshooting and repairs using remote service software and online chat.
Deploys, configures, and provides performance tuning for Windows, Apple, Linux and/or servers with other operating systems.
Installs, configures, and implements server, desktop, and other security software and/or protective measures.
Compiles and analyzes technical data to solve server problems.
Installs, configures, upgrades, and maintains District approved software, antivirus software, and applications.
Provides technical assistance to schools and offices over the phone regarding hardware/software problems.
Instructs users in the basic care and operation of desktop and laptop computers, printers, and other related peripherals.
Supports, tests, analyzes, and resolves hardware, software, application, and basic connectivity problems.
Interacts with other groups and outside vendors to resolve technical problems.
Tracks, adds, moves, and changes of assets and inventory.
Ensures documentation of all changes to hardware configurations.
Prepares complex written reports.
Adds and configures printers and solves complex printer issues.
May maintain server and desktop backups.
May assist higher level technicians and engineers in providing basic network support.
May deliver and install computing devices, printers, and other related peripherals.
May provide training and or technical assistance to IT Support Technician II.
Acts as a team lead for a school site or geographic region for office system repairs, installations, or configurations.
Performs related duties as assigned.

DISTINGUISHING CHARACTERISTICS AMONG RELATED CLASSES

A Senior IT Support Technician installs, configures, analyzes, services and repairs servers, desktop, laptop computers, and other mobile computing devices, peripheral devices, and software. A Senior IT Support Technician may also act as a team lead in handling server and operating system related issues for a geographic region and by resolving more complex client issues related to servers, desktop and laptop computers, operating systems, and related software and applications.

An IT Field Services Supervisor plans and supervises the installation, diagnosis, service, repair, and modification of desktop, laptop computers, mobile computing devices, servers, and IT systems.

An IT Support Technician II installs, configures, and analyzes problems of desktop and laptop computers and software, and performs maintenance, service, and repairs of desktop and laptop computers and related peripherals.

SUPERVISION

General supervision is received from higher level IT managers, directors, and/or IT Field Services Supervisors. No supervision is exercised. Work direction and training may be given to lower-level computer support personnel.

CLASS QUALIFICATIONS

Knowledge of:

- Computer terminology
- Intel servers are required
- Apple servers
- Basic IP addressing and subnet schemes
- Installation and use of common desktop computer and server software packages
- Operating systems, e.g., Windows OS, Apple Mac OS, Linux, and mobile OS (i.e. Android and iOS)
- Design Principles of local area networks
- Microsoft Office Suite, MS Project, and Microsoft Exchange, Outlook, Active Directory, and Proxy Servers.
- WiFi and Streaming Video Technologies
- Copper and fiber cable topologies
- VoIP and Quality of Service
- Current practices, tools, and materials involved in the configuration, maintenance, repair, and service of personal computers, network servers and printers, and laptops
- Safety regulations and practices applicable to electrical and electronic repairs
- Client/Server applications and management
- Server monitoring tools and software
- Rack standards, airflow, and power related to servers
- Network attached storage devices
- Basic switching and routing protocols
- Basic testing tools
- Peregrine or other enterprise level incident tracking software
- Remote services software (i.e. Bomgar)

Ability to:

- Be customer focused
- Communicate effectively, both orally and in writing
- Analyze and diagnose malfunctions and perform required repairs
- Configure and repair analog telecommunications equipment
- Read basic blueprints, floor plans, etc. showing layouts of local area networks
- Utilize software tools to troubleshoot complex server issues
- Learn new server related software applications and deployment
- Learn characteristics of new models of computers, monitors, printers, modems and other peripheral devices
- Multi-task, function in a fast-paced unstructured environment with frequent changes
- Remain calm and pleasant under stressful situations

Work effectively independently
Maintain effective working relationships with District personnel
Exercise independent thinking and problem solving related to technical assessment of hardware and software problems
Respond to urgent, changing priorities

Special Physical Requirements:

Safely lift and carry tools and materials weighing up to 50 pounds

ENTRANCE QUALIFICATIONS

Education:

Graduation from high school or evidence of equivalent educational proficiency, preferably supplemented with college, university, or trade school computer courses.

Experience:

Three years of experience that includes installing, configuring, troubleshooting, diagnosing, and repairing servers, desktop/laptop computers, software applications, and other related equipment.

Successful completion of courses in troubleshooting, servicing, and/or repairing basic network configurations, servers, desktop/laptop computers, monitors, printers, other peripheral devices, and digital electronics, in an armed forces or equipment manufacturer's training program or recognized trade school college or university may be substituted, on a year-for-year basis, for the required experience.

Special:

Required:

Microsoft Certified Professional (MCP) or equivalent certification.
Microsoft Certified Solutions Expert(MCSE), Apple Certified Support Professional, or equivalent certification
A valid California Driver License.
Use of an automobile.

Preferable:

Cisco Certified Network Associate (CCNA), or MCSA

This class description is not a complete statement of essential functions, responsibilities, or requirements. Entrance requirements are representative of the minimum level of knowledge, skill, and /or abilities. To the extent permitted by law, management retains the discretion to add or change typical duties of a position at any time, as long as such addition or change is reasonably related to existing duties.

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