

## IT SUPPORT TECHNICIAN II

### DEFINITION

Installs, configures, diagnosis, analyzes, services, and repairs desktop and laptop computers, software, and peripheral devices.

### TYPICAL DUTIES

Delivers, sets up, installs, modifies, and maintains, desktops, laptops, other mobile computer devices, scanners, printers, video equipment, and other related peripherals or devices.  
Resolves basic client issues related to desktop and laptop computers, and related software.  
Resolves basic client issues related to servers such as server resets and troubleshooting user log-on issues.  
Provides troubleshooting and repairs using remote service software and online chat.  
Diagnoses complex problems and repairs desktop, laptop computers, other mobile computer devices, printers, and other related peripherals by disassembling hardware, replacing defective or malfunctioning components, and then checking for correct operation.  
Installs, configures, upgrades, and maintains District approved software, antivirus software and applications.  
Performs data transfers between devices or computers.  
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.  
Performs routine servicing of desktop and laptop computers, printers and other related peripherals.  
Tracks, adds, moves, and changes assets and inventory.  
Prepares written reports.  
May troubleshoot, diagnose, and resolve basic server problems.  
May install and configure servers with operating systems (e.g., Windows, Linux, and Mac OS).  
May act as a site lead for resolving technical problems.  
Performs related duties as assigned.

### DISTINGUISHING CHARACTERISTICS AMONG RELATED CLASSES

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

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 Support Technician generally reports to a local site and installs and maintains personal computer systems, replaces malfunctioning components, and refers major hardware or software problems to service personnel.

## SUPERVISION

General supervision is received from higher-level IT supervisors, managers, or directors. May receive work direction from A Senior IT Support Technician, higher level technicians, or engineers. No supervision is exercised.

## CLASS QUALIFICATIONS

### Knowledge of:

- Computer terminology
- Laser and other types of printers
- Installation and use of standardized software packages
- Operating systems, e.g., Windows OS, Apple Mac OS, and mobile OS (i.e. Android and iOS)
- Desktop Office Suites
- Microsoft Outlook or similar e-mail software
- Current practices and materials involved in the configuration, maintenance, repair, and service of personal computers, wired and wireless networks, network servers, network printers, laptops, network switches, and TCP/IP protocols
- Basic safety regulations and practices applicable to electrical and electronic equipment
- Basic network terminology

### Ability to:

- Be customer focused
- Communicate effectively, both orally and in writing
- Analyze and diagnose malfunctions and perform required repairs
- Read and follow logic diagrams and schematics
- Utilize software tools to troubleshoot desktop/laptop issues
- Learn new desktop related software applications and deployment
- 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
- Finish tasks in a timely manner

### Special Physical Requirement

Ability to 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:

One year of experience that included maintaining, repairing, or and overhauling of desktop and laptop computers, printers, and related equipment.

Successful completion of courses in troubleshooting, servicing, and/or repairing basic network configurations, servers, desktop and laptop computers, monitors, printers, other peripheral devices and digital electronics, in an armed forces or equipment manufacturer's training

program, or recognized trade school or college may be substituted, on a year-for-year basis, for the required experience.

Special:

Required:

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

Preferable:

CompTIA Server+, MCSE 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.

Revised and Title Change  
04-19-18  
PJO