

## Technology Support Specialist

### Purpose

The job of Technology Support Specialist is done for the purpose/s of providing support, training, troubleshooting, and deployment of technology hardware and core agency business productivity applications. This position provides functional responsibility overlap in desktop support and systems administration in addition to providing in-person, hybrid, and remote training to employees, the development of guides and video tutorials for on-demand learning, and knowledgebase documentation; performs related duties as required.

This job reports to Director, Information and Technology Services

### Essential Functions

Provides technical support and training for customers on core business technology systems, applications, cybersecurity, and digital citizenship (e.g., Microsoft Suite, etc.) for the purpose of growing user capacity and enhancing customer service.

Develops guides, video tutorials, digital forms, and other documentation (e.g., Informed K12, etc.) for the purpose of supporting operations, business practices, and end-user knowledge of systems and hardware used for business and instructional purposes.

Manages the systems, setup, and support of the agency's meeting/conference rooms and related audio/visual conferencing applications (e.g., hybrid Board meetings, PASCO, SSCTLS, FCMAT, and other program/agency meetings) for the purpose of supporting use of various meeting spaces.

Provides oversight, management, and routing of project, support, and procurement requests through the agency's work order system (e.g., Incident IQ) for the purpose of overseeing and routing submissions through a helpdesk portal.

Assists with various tasks (e.g., asset tracking, e-waste, technology inventory management, onboarding and computer handoff for incoming employees, software evaluation and recommendations, Web CMS content management, help requests, repairs, voice systems support, system updates/upgrades, scheduling appointments, and/or referring to alternate resources) for the purpose of ensuring efficient operations.

Assists with various tasks for the purpose of administering user accounts and administrative functions in data-management consoles (e.g., G-Suite, Microsoft 365, Classlink, School Messenger, etc.), centralized device management tools (e.g., MS Intune, Mosyle MDM, ViewSonic Companion, etc.), and computer imaging and deployment, updates, policy settings, and device configuration settings for troubleshooting, user experience, and security.

Manages security settings for hardware and Internet access on agency networks and devices (e.g., printers, scanners, interactive displays, etc.) for the purpose of ensuring availability for use by District personnel with computers and related peripheral equipment.

Maintains a variety of manual and electronic files and/or records (e.g., permission levels, network identification, security access, licenses, work logs, etc.) for the purpose of documenting activities, providing reference, and audit trails.

Responds to inquiries from a variety of sources (e.g., helpdesk submissions for staff, administrators, school site personnel, outside vendors, and service providers, etc.) for the purpose of providing technical assistance and support.

Participates in meetings, workshops, and trainings for the purpose of gaining knowledge, gathering, and conveying information required to perform job functions.

Responds to urgent situations for the purpose of providing necessary assistance for all IT functions.

## Other Functions

Performs other related duties as assigned for the purpose of ensuring the efficient and effective functioning of the work unit.

## Job Requirements: Minimum Qualifications

### **Skills, Knowledge, and Abilities**

**SKILLS** are required to perform multiple, highly complex, technical tasks with a need to routinely upgrade skills to meet changing job conditions. Specific skill-based competencies required to satisfactorily perform the functions of the job include: utilizing pertinent network, application, operating system monitoring and troubleshooting software; adhering to safety practices; planning and managing projects; cross-training; and preparing and maintaining accurate records.

**KNOWLEDGE** is required to perform algebra and/or geometry; read technical information, compose a variety of documents, and/or facilitate group discussions; and analyze situations to define issues and draw conclusions. Specific knowledge-based competencies required to satisfactorily perform the functions of the job include current, legacy, and emerging operating systems; environments and network protocols; router configurations; Inter/Intranet applications; methods, use, and operation of enterprise servers, microcomputers, and peripheral equipment; computer hardware, electronics, and electrical principles; and concepts of grammar and punctuation.

**ABILITY** is required to schedule a variety of activities, meetings, and/or events; gather, collate, and/or classify data; and consider many factors when using equipment. Flexibility is required to independently work with others in a wide variety of circumstances; work with data utilizing defined and similar processes; and utilize equipment under a variety of conditions for multiple purposes. Ability is also required to work with a diversity of individuals and/or groups; work with similar types of data; and utilize a wide variety of types of job-related equipment. Problem solving is required to analyze issues and create action plans. Problem solving with data may require independent interpretation; and problem solving with equipment is moderate to significant. Specific ability-based competencies required to satisfactorily perform the functions of the job include: setting priorities; establishing effective relationships; being attentive to detail; communicating with diverse groups; conveying technical information to non-technical audiences; operating a variety of highly technical network and computer equipment and related peripheral equipment; working nonstandard hours; and operating modern office equipment.

### **Responsibility**

Responsibilities include: working under limited supervision following standardized practices and/or methods; leading, guiding, and/or coordinating others; operating within a defined budget. Utilization of resources from other work units may be required to perform the job's functions. There is some opportunity to significantly impact the organization's services.

### **Work Environment**

The usual and customary methods of performing the job's functions require the following physical demands: significant lifting, carrying, pushing, and/or pulling, some stooping, kneeling, crouching, and/or crawling, and significant fine finger dexterity. Generally, the job requires 70% sitting, 10% walking, and 20% standing. The job is performed in a generally hazard-free environment.

- Experience:** Job-related experience within a specialized field is required.
- Education:** Bachelor's degree in job-related area.
- Equivalency:** Industry certifications and prior professional experience in providing microcomputer user support and training.

# Job Description

Yolo County Office of Education

**Required Testing:**

None Specified

**Certificates and Licenses**

Valid Driver's License & Evidence of Insurability

**Continuing Educ. / Training:**

Maintains Certificates and/or Licenses

**Clearances**

Criminal Justice Fingerprint/Background Clearance

Tuberculosis Clearance

**FLSA Status**

Non-Exempt

**Approval Date**

8/24/2023

**Salary Grade**

Range 55