

SAN MATEO COUNTY OFFICE OF EDUCATION

CLASS TITLE: COMPUTER/NETWORK TECHNICIAN

BASIC FUNCTION:

Under the direction of an assigned administrator, perform a variety of technical duties involved in the installation, configuration, maintenance, troubleshooting, diagnosis and repair of computer hardware, software, networks and peripherals.

REPRESENTATIVE DUTIES:

ESSENTIAL DUTIES:

Install, configure, modify and maintain computer hardware, software and peripherals to assure the smooth running of computer work stations and systems; respond to user requests for service; install, upgrade and update computer software and applications as needed.

Inspect, troubleshoot, diagnose and resolve hardware, software, peripheral and network system malfunctions; install, configure, maintain and repair various peripherals and network components such as printers, scanners, switches and cabling.

Perform a variety of network administration activities such as establishing and maintaining user accounts, passwords, e-mail accounts, internet connectivity, security applications and designated programs; troubleshoot and resolve e-mail and operating system malfunctions as needed.

Provide technical support to technology users concerning computer hardware and software issues and malfunctions; receive and respond to telephone calls and e-mails; provide general troubleshooting, determine type of request and diagnose and provide solutions.

Input and update a variety of data in designated computer systems as assigned; establish and maintain automated records and files; create queries, manipulate data and generate a variety of computerized reports as required.

Communicate with personnel and various outside agencies to exchange information and resolve issues or concerns; contact vendors to request information and solutions related to hardware and software problems and malfunctions.

Monitor, maintain and assure security of network servers as assigned; establish and maintain network and electrical connections; recover files for users as needed; prepare back-up data files in accordance with established procedures as required.

Prepare computer work stations for staff use as needed; configure hardware and software to assure proper computer operations and network connectivity; observe elements of computers and systems for evidence of

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incorrect performance and make adjustments as needed.

Operate a variety of computers, servers, peripherals and specialized software; utilize various hand tools, meters and testers as required.

Monitor inventory levels of computer supplies and equipment; assist with ordering, receiving, storing and maintaining inventory of supplies.

Maintain current knowledge of technological advances in computer hardware and software; research solutions to complex technology issues as needed.

Maintain various records related to inventory, hardware, software, user accounts and assigned activities.

Attend and participate in various meetings and in-services as assigned; conduct technology training sessions as assigned.

OTHER DUTIES:

Perform related duties as assigned.

KNOWLEDGE AND ABILITIES:

KNOWLEDGE OF:

Practices, procedures and techniques involved in the installation, configuration, maintenance, troubleshooting, diagnosis and repair of computer hardware, software, networks and peripherals.

Computer hardware systems and software applications utilized by the County Office.

Principles, methods and procedures of operating computers and peripheral equipment.

Database structures, on-line applications and system capabilities of the County Office's computer systems.

Materials, methods and tools used in the operation and repair of computer systems.

Principles, practices, procedures and equipment involved in network administration.

System utilities and design and program applications.

Manual instructions, sufficient to enable quick and accurate diagnosis of difficulties.

Oral and written communication skills.

Interpersonal skills using tact, patience and courtesy.

Record-keeping techniques.

ABILITY TO:

Install, configure, modify and maintain computer hardware, software, networks and peripherals to assure the smooth running of computer work stations.

Investigate, troubleshoot, diagnose and repair hardware, software and network malfunctions.

Provide technical support to technology users concerning computer hardware and software issues and malfunctions.

Install, update and configure various software and applications on computers.

Perform a variety of network administration activities as assigned.

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Monitor, maintain and assure security of network servers as assigned.
Meet schedules and time lines.
Operate computers and peripheral equipment properly and efficiently.
Maintain various records related to work performed.
Understand and follow oral and written instructions.
Work independently with little direction.
Communicate effectively orally and in writing.
Establish and maintain cooperative and effective working relationships with others.

EDUCATION AND EXPERIENCE:

Any combination equivalent to: graduation from high school supplemented by college-level course work in computer science or related field and three years experience involving the installation, maintenance and repair of computer hardware, software, networks and peripherals

WORKING CONDITIONS:

ENVIRONMENT:

Office environment.
Driving a vehicle to conduct work.

PHYSICAL DEMANDS:

Dexterity of hands and fingers to operate a computer keyboard.
Hearing and speaking to exchange information.
Seeing to view a computer monitor and read a variety of materials.
Sitting or standing for extended periods of time.
Lifting, carrying, pushing or pulling moderately heavy objects as assigned by the position
Bending at the waist, kneeling or crouching.
Reaching overhead, above the shoulders and horizontally.