# USER SUPPORT TECHNICIAN II

## Salary Schedule 5 Range 13

DEFINITION
Under general supervision of the Network Engineer, the User Support Technician II provides technical support for users of district computer systems; assists sites with help desk issues; interprets and explains software and hardware features for users; performs a variety of duties related to the installation, configuration, and maintenance of computers, mobile devices, software, accessories, and peripherals.

DISTINGUISHING CHARACTERISTICS
This class is the lead level of the User Support Technician classification series. A User Support Technician II is expected to work independently and utilize good judgment in resolving technical problems. The User Support Technician II is distinguished from the User Support Technician I by the level of responsibility assumed, and the degree of difficulty of duties assigned. The User Support Technician II has five years of related experience in the district.

EXAMPLES OF DUTIES
The User Support Technician II prioritizes, responds to, and resolves help desk issues; provides technical support services for users of district computer systems; deploys, troubleshoots, and maintains computer hardware, software, mobile devices, printers, accessories; installation of network client software; diagnosis and resolution of hardware, software, and operator problems. Software support will include installation of standard software packages (e.g. Microsoft Office, for both Windows and Macintosh platforms. Network software installation will include Windows client/server applications. The User Support Technician II maintains and tracks inventory of hardware and software according to established procedures; serves as technical resource and provides training for district staff in the use of technology as needed; other general technology duties will be performed as assigned.

DESIRABLE QUALIFICATIONS
Knowledge of:
>    Desktop operating systems such as Windows and/or Macintosh.
>    Desktop computer components and equipment, such as disk drives, sound cards, tape drives, monitors, CD-ROM drives and network interface cards.
>    operating systems (Windows)
>    Internet browsers clients and servers.
>    Help Desk support principles
>    Public relations and customer service principles
>    Documentation, record keeping practices, storage and retrieval
>    Correct English usage, spelling, grammar and punctuation.

Ability to:
1. Install computer hardware, peripherals, and/or software in Windows, Macintosh, or Unix environments.
2. Use appropriate tools and electronic equipment.
3. Follow written and oral instructions
4. Learn new concepts and technologies
5. Maintain good customer service skills
6. Establish and maintain cooperative and effective working relationships with adults and children.
7. Incorporated within one or more of the following previously mentioned essential functions of this job description are the following essential requirements:

| 1. Seldom | = Less than 25 percent | 3. Often | = 51-75 percent |
| 2. Occasional | = 25-50 percent | 4. Very Frequent | = 76 percent and above |

<u>3</u>    a.   Ability to sit for extended periods of time.
<u>4</u>    b.   Ability to stand for extended periods of time and ascend and descend steps.
<u>4</u>    c.   Ability to see for the purpose of reading laws and codes, rules and policies and other printed matter and observing students.

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   4    d.   Ability to hear and understand speech at normal levels.
   4    e.   Ability to communicate so others will be able to clearly understand a normal conversation.
   3    f   Ability to bend and twist, kneel and stoop.
   1    g.   Ability to lift 50 lbs.
   1    h.   Ability to carry 50 lbs.
   3    i.   Ability to reach all directions.

## EMPLOYMENT STANDARDS

High School Diploma, G.E.D., or equivalent, and five years of increasingly responsible experience providing user support and problem resolution. Computer Technician Certificate A+ required. Supplemental or additional courses in information systems or computer science is desirable.

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