

# FRESNO COUNTY SUPERINTENDENT OF SCHOOLS

## CLASSIFIED POSITION

JCN: 272  
RANGE: 142  
NON-EXEMPT

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### INFORMATION TECHNOLOGY TECHNICIAN

#### BASIC FUNCTION:

Under the direction of the Information Technology Support Supervisor or assigned supervisor, serve as first responder and point of contact for end user issues and requests; work on a variety of basic technical tasks in the installation, configuration, maintenance, troubleshooting, diagnosis and repair of end user computing technologies; assist with basic and tier one local area network (LAN) maintenance, configuration and repair.

#### REPRESENTATIVE DUTIES:

##### ESSENTIAL DUTIES:

- Operate as tier one support in a three-tiered system with three support being the highest level; serve as the first responder for Fresno County Superintendent of Schools (FCSS) and school districts to gather information, troubleshoot and attempt to resolve issues for desktop support before escalating to tier two or three support; assist tier two and three team members with tasks and projects as needed and/or assigned.
- Backup and restore user data and settings as necessary.
- Configure anti-malware programs as appropriate and remediate malware infections.
- Configure, modify and fix issues and requests related to e-mail configuration and network configuration on various devices.
- Deploy, customize, move, diagnose, maintain, fix and resolve end user technologies including but not limited to printers, monitors, computers, tablets, phones, fax machines, cameras, video conferencing, speakers, keyboards and mice.
- Install, configure, and troubleshoot VOIP telephone handsets and user accounts.
- Install software and test applications to ensure proper operation; configure hardware and software to ensure network access; troubleshoot, diagnose and resolve operating system malfunctions.
- Move furniture and equipment to gain point of access as needed.
- Perform tasks related to the creation, modification, and deletion of user accounts and Exchange mailboxes.
- Respond to inquiries and provide technical information concerning related standards, requirements, practices and procedures.
- Solve practical problems and deal with a variety of variables in situations where only limited standardization exists.
- Work on a variety of basic technical tasks in the installation, configuration, maintenance, troubleshooting, diagnosis and repair of end user computing technologies.
- Attend and participate in a variety of assigned meetings, committees, conferences, in-services and/or special events.
- Comply with schedules, policies, regulations, procedures, orders, and directives of County Superintendent.
- Exhibit professionally appropriate interpersonal skills including but not limited to tact, patience, flexibility and courtesy.
- Maintain a safe work environment.
- Operate a variety of office equipment, including but not limited to a computer and assigned software applications.
- Serve as a liaison between County Superintendent and administrators, personnel, outside

organizations or the public concerning assigned area.

- Serve as a technical resource concerning assigned program, function or instructional area.
- Work collaboratively and maintain effective working relationships with others in the course of work in assigned area.

#### **OTHER DUTIES:**

- Assist team members as needed and/or assigned.
- Driving a vehicle to conduct work, using own transportation and/or FCSS vehicle.
- Perform related duties as assigned.

#### **KNOWLEDGE AND ABILITIES:**

##### **KNOWLEDGE OF:**

- Basic principles, methods, materials, tools and procedures involved in the installation, maintenance, repair and operations of LAN systems and related equipment.
- Basic Principles, theories and techniques of LAN and WAN design.
- Current technical aspects of field of specialty with the ability to keep current with emerging technologies.
- Hardware and software applications utilized by the county office and contracted school districts.
- Installation and operation of Windows and Mac OS X operating systems, and software applications for both operating systems.
- Installation, configuration, operation, maintenance, troubleshooting, diagnosis and repair of industry standard computer hardware, software and peripheral equipment.
- Materials, methods and tools used in the operation and repair of computer systems.
- Microsoft Office suite including but not limited to Word, Excel, Access, PowerPoint and Outlook.
- On-line applications and capabilities of assigned computer systems
- Record-keeping techniques and creation of graphical and written documentation of computer and network systems.
- Proper English usage, grammar, spelling, punctuation and vocabulary in all forms of communication.
- State Education Code, local, state and federal laws, codes, regulations and requirements and county office organization, operations, policies and objectives as related to assigned activities and/or instructional area.
- Theoretical and technical aspects of field of specialty.

##### **ABILITY TO:**

- Maintain various daily records related to work performance and graphical documentation.
- Manage individual calendar and effectively meet schedules and timelines.
- Operate a variety of technical equipment, testers, and meters; operate a variety of tools and equipment utilized in the maintenance and repair of computer systems.
- Order and receive parts and equipment as appropriate.
- Perform essential job functions consistent with federal, state and local standards, including meeting qualitative and/or quantitative productivity standards.
- Use a variety of hand and power tools.
- Write correspondence and effectively present information in one-on-one and small group situations to customers, clients and other employees of the organization.
- Analyze and evaluate situations accurately and adopt an effective course of action.
- Communicate effectively both orally and in writing.
- Drive a vehicle to conduct work.

- Interpret, apply, and explain rules, regulations, policies and procedures.
- Maintain consistent, reasonably regular, punctual attendance consistent with federal, state and local standards.
- Safely and successfully perform essential job functions consistent with federal, state and local standards, including meeting qualitative and/or quantitative productivity standards.
- Work confidentially and with discretion.
- Work independently with little direction.

**EDUCATION AND EXPERIENCE:**

**EDUCATION:**

- High School diploma, General Education Degree (GED), or State High School Proficiency certificate.
- Bachelor's degree preferred.

**EXPERIENCE:**

- Two years of experience in the installation, maintenance and repair of computer hardware, software, peripherals and related equipment preferred.

**LICENSES AND OTHER REQUIREMENTS:**

- Valid California driver's license; when driving for work, maintain automobile liability insurance in accordance with California Insurance Code section 11580.1 or maintain other statutorily authorized financial responsibility.
- Enrollment in the California Department of Motor Vehicles Government Employer Pull Notice Program at time of hire and throughout employment with County Superintendent.
- This position requires a pre-placement medical assessment (paid for by FCSS) at a clinic selected by the county office. Any offer of employment is contingent upon successful certification by designated physician that applicant is able to perform essential functions of the job, with or without reasonable accommodations.

**WORKING CONDITIONS:**

**ENVIRONMENT:**

- Driving a vehicle to conduct work, using own transportation and/or FCSS vehicle.
- Office and/or school facility environment.
- Regular interruptions.
- Small and large group meetings.

**PHYSICAL DEMANDS:**

- Bending at the waist, kneeling or crouching; climb or balance.
- Eyesight corrected or uncorrected sufficient to read a variety of materials including but not limited to fine print.
- Hearing with or without use of hearing aid(s) sufficient to hear any conversation with others; understandable voice and speech patterns.
- Manual dexterity and coordination sufficient to operate office and/or classroom equipment.
- Sitting, standing and/or walking for extended periods of time.
- Use hands to handle and/or feel; reach with hands and arms.
- Must frequently lift, push, pull or carry up to twenty-five (25) pounds and occasionally lift and/or move up to fifty (50) pounds.

The physical demands and working conditions described here are representative of those that must be met by an employee to successfully perform the essential functions of this position, subject to reasonable accommodation.

*This position description may not be an exhaustive list of all duties, knowledge, or abilities associated with this classification; however, it is intended to accurately reflect the principle job elements. Related duties, knowledge, or abilities to those expressly stated may also be required for successful performance of the position.*

**APPROVED:**

Effective: July 1, 2003

Revised: November 14, 2017; July 17, 2019