

CONTRA COSTA COUNTY OFFICE OF EDUCATION

CLASS TITLE: DESKTOP SUPPORT TECHNICIAN

RANGE: 22

BASIC FUNCTION:

Under the direction of the Network Engineer, install, maintain and repair computer equipment, peripherals, and networks to prevent service interruption; provide help desk support and instruct personnel in the operation of computers, peripherals, and related equipment.

REPRESENTATIVE DUTIES:

ESSENTIAL DUTIES:

Install, maintain and repair computer equipment and related peripherals; review and prioritize work orders.

Install, configure and assist in the use of various operating systems and software applications; troubleshoot and resolve software and hardware related problems.

Install, configure and maintain networks and related equipment; assist various sites and County Office departments in the implementation of networks; install hubs, wiring and cables to buildings according to established procedures; set up computers and peripheral equipment.

Provide help desk support and instruct personnel in the operation and care of assigned equipment and software; prioritize requests; enter requests into appropriate computer system; assist schools with the selection and installation of software as assigned; participate in the development of procedures and systems to improve help desk operations.

Provide recommendations of replacement and upgrades of operating systems and software; perform upgrades on older computer equipment.

Consult with vendors, service providers and technical support regarding purchase of parts, status of repairs and software and hardware related questions.

Troubleshoot audio-visual problems as assigned; perform repairs on audio-visual equipment received from various school sites including overhead projectors, laser printers, LCD projectors and others.

Maintain a variety of records related to equipment, equipment malfunctions and other assigned activities; maintain automated help desk knowledge, device and user database.

Operate a variety of hand and power tools; drive a vehicle to sites to conduct work; perform equipment tests using specialized equipment.

OTHER DUTIES:

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Participate in the set-up, recording, and troubleshooting of satellite/video streaming teleconferences.

Perform related duties as assigned.

KNOWLEDGE AND ABILITIES:

KNOWLEDGE OF:

Principles, theories, materials and equipment used in the installation, operation and maintenance of local area and wide area networks.

Procedures of software and hardware configuration and optimization.

Audio-visual equipment repair techniques.

Record-keeping techniques.

Technical aspects of field of specialty.

Oral and written communication skills.

Laws, rules and regulations related to assigned activities.

Inventory methods and practices.

Proper methods of storing equipment, materials and supplies.

ABILITY TO:

Perform skilled work in the repair, maintenance and installation of a variety of computerized equipment and peripherals.

Provide technical assistance and support to system users.

Train users on network and stand-alone workstations.

Troubleshoot and repair basic system malfunctions and maintain system operation.

Research and recommend new system software and hardware.

Make routine equipment adjustments and perform routine maintenance on audio-visual equipment.

Communicate effectively both orally and in writing.

Plan and organize work.

Maintain records and reports related to assigned activities.

Establish and maintain cooperative and effective working relationships with others.

Work independently with little direction.

Meet schedules and timelines.

EDUCATION AND EXPERIENCE:

Any combination equivalent to: graduation from high school supplemented by college-level course work in information technology or related field and two years experience in the installation, maintenance and repair of computer systems, peripherals and related equipment.

LICENSES AND OTHER REQUIREMENTS:

Valid California driver's license.

WORKING CONDITIONS:

ENVIRONMENT:

Indoor environment.

Driving a vehicle to conduct work.

PHYSICAL DEMANDS:

Dexterity of hands and fingers to operate hand tools, computer keyboards and other assigned equipment.

Reaching overhead, above the shoulders and horizontally.

Sitting or standing for extended periods of time.

Lifting and carrying moderately heavy equipment.

Bending at the waist, kneeling or crouching.

Seeing to perform computer repair duties.