

EAST SIDE UNION HIGH SCHOOL DISTRICT

**JOB TITLE: COMPUTER TECHNICAL SUPPORT ENGINEER**

**DESCRIPTION OF BASIC FUNCTIONS AND RESPONSIBILITIES**

To assist District and school site staff with the more complex and specialized use of computer and software; to provide training on computer and software use; to install, maintain and troubleshoot computer software and hardware; to configure software and operating systems; to respond to and work with software and operating system problems; and to do related work as required.

**SUPERVISOR:** Computer Support Manager

**TYPICAL DUTIES**

Performs a variety of specialized and complex technical support functions and assistance with the installation, configuration, maintenance and troubleshooting of computer hardware and software.

Receives reports of user problems and responds accordingly.

Works with and provides support for Communications/Micro-Computer Technicians in identifying and resolving unusual problems.

Provides a variety of training for computer users.

Performs hardware and software testing.

Performs general searches and maintains an awareness of bugs, patches and fixes for software used in the District.

Assists with planning and use of computer networks.

Travels to schools to install or repair equipment, transport equipment or to provide user assistance.

Identifies the hardware and software needed to provide solutions to problems.

Serves as a liaison between users and manufacturers' representative's response for service.

Demonstrates continuous effort to improve operations, decrease turnaround times, streamline work processes and work cooperatively and jointly to provide quality seamless customer service.

Assists with maintaining compliance with software copyright laws.

### EMPLOYMENT STANDARDS

Knowledge of:

- Comprehensive knowledge of computer equipment and software used in the District.
- Basic principles of computer networks and operating systems.
- Information gathering and logging methods and techniques.
- Computer equipment and software configuration and testing.
- Effective training techniques.
- Office methods and procedures.

Ability to:

- Perform a variety of the more complex technical work in the installation, configuration and maintenance of computer hardware and software.
- Receive computer user inquiries and provide assistance with identifying, troubleshooting and resolving complex hardware and software problems.
- Skillfully use a variety of computers and software.
- Gather, organize and compile data and prepare reports.
- Prioritize and coordinate workflow and timelines to meet established schedules.
- Effectively communicate both orally and in writing.
- Provide training and assistance to others, including computer support personnel.
- Establish and maintain cooperative working relationships.
- Lift and move heavy boxes and equipment.

### MINIMUM QUALIFICATIONS

Possession of a valid Class 3 California driver's license.

Four (4) years of responsible technical work experience in the installation, maintenance and troubleshooting of computer hardware and software. Experience in data communications, network design and operation. Evidence of successful leadership abilities. Demonstrated ability to communicate and interact effectively with people in a variety of situations. Advanced knowledge of Windows/Mac operating systems and applications.