

Substitute - Technology Support Specialist
Placentia-Yorba Linda Unified School District

SALARY: \$ 17.53 per hour	HOURS: Between 7:00 a.m. – 5:00 p.m.
LOCATION: Technology Department	No guarantee of hours at any time
CLOSING DATE: Continuous	<input checked="" type="checkbox"/> Days and time vary <input checked="" type="checkbox"/> On call basis <input checked="" type="checkbox"/> Approx. 1 to 4 hours per shift <input checked="" type="checkbox"/> Be able to report within 30 minutes

*** This position is a substitute, non-permanent position with PYLUSD. ***

DEFINITION

Under the supervision of the Director of Technology provide technology support for PYLUSD by installing, troubleshooting, maintaining, repairing, upgrading, cleaning, and replacing hardware and software. This support would involve minimal complexity and require limited time, typically 30 minutes or less, doing work such as replacing or installing standard system components and updating or installing standard software.

SUPERVISION RECEIVED AND EXERCISED:

Receive immediate supervision from Director of Technology or Assistant Director of Technology.

ESSENTIAL ELEMENTS OF THE POSITION: Duties may include, but are not limited to, the following:

1. Install, troubleshoot, maintain, repair, upgrade, and replace hardware and software involving minimal complexity and requiring limited time, typically 30 minutes or less.
2. Route technology support requests to the appropriate staff for final resolution.
3. Utilize a help desk system to track the resolution and completion of technical support events.
4. Limited use of remote software to diagnose issues for redirection to technician for repair or to solve simple problems that require limited access to the system software.
5. Participate in technology department staff meetings and trainings.
6. Schedule, monitor, and follow-up with regard to vendor repair and/or maintenance work on hardware and software as authorized by supervisor.
7. Travel to and from locations other than the assigned work location.
8. Troubleshoot minor interactive classroom technology issues.
9. Participate in technology projects and deployments.
10. Participate in district processes and procedures.
11. Follow written helpdesk procedures.
12. Monitor procedures and processes initiated by senior technical staff.
13. Perform related duties and responsibilities as required.

QUALIFICATIONS: Knowledge and Abilities:

1. Knowledge of computers and associated hardware.
2. Knowledge of computer operations and software.
3. Knowledge of instructional technology software and systems.
4. Knowledge of information technology software and systems.
5. Knowledge of interactive classroom technology.
6. Knowledge of technology support processes and procedures.
7. Experience with operating systems and application software.
8. Experience with providing courteous assistance by phone.
9. Experience with troubleshooting and installing hardware and software.
10. Experience with coordinating work with co-workers and vendors.
11. Experience with using a helpdesk system.
12. Experience with interactive classroom technology.
13. Ability to troubleshoot hardware and software problems.
14. Ability to communicate clearly with customers.
15. Ability to develop collaborative and productive relationships with colleagues.
16. Ability to organize and prioritize problems.
17. Ability to analyze and troubleshoot problems.
18. Ability to use a helpdesk system.
19. Ability to install and troubleshoot hardware and software.
20. Ability to troubleshoot interactive classroom technology.

Experience and Training Guidelines:

Any combination of experience and training that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

Experience: One (1) year previous experience providing technology support is required. A year of experience providing technology support in a school district environment is desired.

Training: High School Diploma or equivalent is required. A+ certification or similar training and coursework desired. Enrollment in a 2 or 4 year technology related program desired.

License or Certificate: Valid California Driver's License.

Method of Application:

Applicants interested in applying for this position must submit an online application along with a current resume and supporting documents. Applications can be found at www.edjoin.org or through our website at www.pylusd.org.

This school district/County Office does not discriminate on the basis of race, color, national origin, age, religion, political affiliation, gender, mental or physical disability, sex orientation, genetics, or any other basis protected by federal, state or local law, ordinance or regulation, in its educational program(s) or employment. No person shall be denied employment solely because of any impairment which is unrelated to the ability to engage in activities involved in the position(s) or program for which application been made.

If you need a reasonable accommodation to participate in the hiring process, **Placentia-Yorba Linda Unified** will provide you with one upon notice.