

Job Description

Calaveras County Office of Education

Classification Title:

TECHNOLOGY SPECIALIST

DEFINITION:

To provide assistance with the network support in monitoring and diagnosing problems related to network management and implementation. Provides technical support as necessary, including hardware and software troubleshooting and diagnostics.

SUPERVISION RECEIVED AND EXERCISED

Directly responsible to the Director of Technology.

ESSENTIAL FUNCTIONS

- Assist in the administration of the CCOE LAN and WAN networks.
- Assist in providing timely hardware/software technical support to CCOE staff and all other liaisons.
- Assist in server backups and maintenance of server operating systems.
- Support Windows client/server, Apple, Infinite Campus, Office365, and Google environments.
- Assist in performing tasks related to security issues such as patching, backups, and other preventative maintenance.
- Assist the Director of Technology with special technology projects and other related duties as assigned.
- Maintains positive working relationships and communications with CCOE and district staff.
- Implements the vision, mission, policies, administrative regulations and practices of the County Superintendent of Schools and the County Board of Education.

GENERAL QUALIFICATIONS

To perform this job successfully an individual must be able to perform each essential duty satisfactorily. The requirements below are representative of the knowledge, skill, and/or ability required.

KNOWLEDGE OF:

- Use of Internet and other technical resources to do research as an aid to troubleshooting.
- Networking technologies including Ethernet, LAN/WAN design, routing, switching, and other related functions.
- Personal computer system maintenance including PC application software and peripherals.
- Strong oral and written communication skills.
- Microsoft Active Directory
- Microsoft SQL Server
- Microsoft Office
- Microsoft Office365 for Education
- Google G Suite Admin Console

ABILITY TO:

- Plan, coordinate and document projects.
- Establish and maintain effective relationships with others.
- Prioritize and schedule work independently.
- Stay informed on Technology issues.
- Collaborate with other people and resources.
- Lift equipment and have the physical ability to move around in hard to reach spaces.
- Maintain confidentiality within the work environment.

EDUCATION AND EXPERIENCE

- Minimum of a 2-year degree or certification degree in Computer Science or closely related field preferred.
- Minimum 2 years of network/equipment management troubleshooting experience.

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PHYSICAL DEMANDS AND WORKING CONDITIONS

Employees in this position must have the ability to:

- Stand, sit and walk for extended periods of time.
- Work at a desk, computer or in a mainframe setting for extended periods of time.
- Stand, walk, and bend over; reach in all directions, including overhead; grasp, push, pull and move objects not exceeding 50 pounds; lift and/or carry up to 25 pounds to waist height; bend, twist, stoop, kneel, run, crawl.
- Perform light physical exertion.
- See for purposes of reading printed matter and equipment specifications.
- Hear and understand speech at normal levels and on the telephone.
- Communicate so others will be able to clearly understand at conversational levels and on the telephone.

Reasonable accommodation may be made to enable a person with a disability to perform the essential functions of the job.

LICENSE REQUIRED

A valid and appropriate California Driver's License.

SALARY

Calaveras Technology Support Classified Unit Employees' Salary Schedule

FLSA: Non-Exempt

APPROVED: 20181205 SN:mt