

YUBA COUNTY OFFICE OF EDUCATION
Classified Job Description

TECH I – SUPPORT TECHNICIAN

DEFINITION:

Under the supervision of the Executive Director of Technology Services, the Tech I – Support Technician assists staff, students and customers by maintaining and troubleshooting organization-owned technology to meet organizational objectives. The Tech I - Support Technician primary responsibility will be end-user support. Perform other related duties as assigned by supervisor.

DIRECTLY RESPONSIBLE TO:

Executive Director of Technology Services

SUPERVISION OVER:

None

ESSENTIAL DUTIES AND RESPONSIBILITIES:

- Provisioning, transport, configuration, orientation, training and support for end user workstations, communications devices, mobile devices, peripherals, software, and other technology.
- Meeting room technology setup, training, testing, and support.
- User account creation (non-management staff and student tiers).
- Building access device provisioning (non-management staff tiers).
- Network connectivity provisioning and troubleshooting at the end point.
- Create and follow knowledge base and process documentation.
- Organization of IT data room, MDF, IDF and inventory.
- Provide assistance in IT projects, deployments and inventory management.
- Escalate support requests to Tech II or III as appropriate.
- Report any potential intrusions regarding network infrastructure to Tech III.
- Stay up to date with technology trends, hardware and software.
- Assist with physical technology repair.

MINIMUM QUALIFICATIONS

Education, Training and Experience:

- High School diploma or equivalent.
- Complete Technology Proficiency Exam.

Knowledge of:

- Microsoft, Apple, Google and other Operating Systems, hardware, and applications at an end user level.
- Email, calendar and other communication platforms.
- Customer support dynamics.

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Skills and Abilities:

- Work collaboratively with team members to assure efficient operations of organization owned technology.
- Communicate effectively in both oral and written forms; read, understand, and follow instructions.
- Manage and prioritize multiple activities.
- Troubleshoot and resolve technology issues in a timely and efficient manner.
- Work independently and make decisions within the framework of established guidelines.
- Understand and maintain confidentiality.
- Complete tasks with many interruptions.
- Understand and carry out tasks assigned in written and oral form.
- Demonstrate sensitivity and understanding of the diverse academic, socioeconomic, cultural, ethnic, backgrounds and physical and learning disabilities of staff, students and the community.
- Mechanical aptitude.
- Operate a County vehicle.

Physical Requirements:

- Bending at the waist, kneeling or crouching; climbing or balancing while using step stool.
- 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.
- Manual dexterity and coordination sufficient to operate office and/or classroom equipment.
- Sitting, standing and/or walking for extended periods of time.
- Ability to lift light objects (less than 20 lbs.) on an intermittent basis. May be required to lift heavy objects on an intermittent basis. Requires two or more persons or a hand truck/cart to lift 50 pounds or more.

Work Environment:

Employees in this position will be required to work in an office and/or school facility environment with regular interruptions and participate in small and large group meetings. This position may travel between sites to provide services.

Licenses and Certificates

- Valid California Class C Driver License.
- Provide proof of automobile insurance, if driving personal vehicle for work.

Clearances:

- Criminal Justice Fingerprint Clearance
- TB Clearance

Employee Classification: Classified
Salary Range: G

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