

YUBA COUNTY OFFICE OF EDUCATION
Classified Job Description

TECH II – SENIOR SUPPORT TECHNICIAN

DEFINITION:

Under the supervision of the Executive Director of Technology Services, the Tech II - Senior Support Technician assists staff, students, and customers by maintaining and troubleshooting organization-owned technology to meet organizational objectives. The Tech II - Senior Support Technician will prioritize end-user support and cloud management systems. 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.
- Provide support utilizing cloud-managed and virtual solutions such as Microsoft, Google, and VMware-based systems.
- Meeting room technology setup, training, testing, and support.
- User account creation (non-management staff and student tiers).
- User data access permissions configuration (non-management staff and student tiers).
- Building access device provisioning (non-management staff tiers).
- Remote access configuration and deployment.
- Provide solutions and technology suggestions for staff technology needs.
- Network connectivity provisioning and troubleshooting up to core network appliances.
- Create, update, and follow knowledge base and process documentation for staff and department use.
- Assist Tech III with infrastructure projects and troubleshooting.
- Assist Tech III with advanced operating system and software configurations.
- Deploy centrally and cloud distributed software solutions.
- Provision and troubleshoot virtual infrastructural needs for end users.
- Provide assistance in IT projects, deployments and inventory management.
- Escalate support requests to Tech III as appropriate.
- Report any potential intrusions regarding network infrastructure to Tech III as well as provide a detailed analysis of the intrusion.
- Stay up to date with technology trends, hardware, and software.
- Physical technology repair.

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MINIMUM QUALIFICATIONS

Education, Training and Experience:

- High School diploma or equivalent.
- Three years of experience that is directly related to the duties and responsibilities specified.
- Complete Technology Proficiency Exam.

Knowledge of:

- Microsoft, Apple, Google and other Operating Systems, hardware and applications up to a centrally or cloud-managed level.
- Proficiency with physical, virtual and cloud infrastructure and servers.
- Email, calendar and other communication platforms.
- Customer support dynamics.
- Department workflows.

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.
- Operate County vehicle.
- Mechanical aptitude.

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.

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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 C Driver's License.
- Provide proof of automobile insurance, if driving personal vehicle for work.

Clearances:

- Criminal Justice Fingerprint Clearance
- TB Clearance

Employee Classification: Classified

Salary Range: I

Approval Date: 8.15.24