Santa Maria-Bonita School District
MICROCOMPUTER/NETWORK SUPPORT TECHNICIAN

BASIC FUNCTION
Under the supervision of the administrator of Technology and Information Systems, provide assistance to the district and school sites in selecting, installing and maintaining microcomputer hardware and software.   Assist in training users in the operation of microcomputer equipment and programs.   Assist in the maintenance of local area networks, printer sharing devices, and connections to the local and district file servers.

REPRESENTATIVE DUTIES
Evaluate microcomputer hardware and software and make recommendations regarding selection, installation, upgrade, and use to the Administrator of Technology and Information Systems*E*; install, test, and perform setup of microcomputers and peripherals, printer sharing devices, local area networks, telecommunication devices, and microcomputer connection to the network*E*; assist with district staff development in all aspects of district standardized hardware and software products*E*; provide telephone and on-site assistance to users of microcomputers*E*; identify when microcomputers or peripheral devices are in need of repair, and coordinate and facilitate the equipment repair process*E*; perform hardware and software upgrades and maintenance as requested; record and track time worked and expenses applied to each task by day*E*; keep the Information Technologies Department apprised of current and new trends in microcomputer processing as they relate to the district technology plan*E*; keep an inventory of all district microcomputer configurations by site and department*E*; perform related duties as assigned.

KNOWLEDGE AND ABILITIES
Knowledge of:
IBM compatible microcomputers, terminals, peripherals, and related support software;
Word, Excel, Access, Novell NetWare and related software programs;
Networking operating systems and related applications software;
Software maintenance, network performance tuning and system diagnostic software;
Telecommunication and network access protocols;
Customer support dynamics;
Effective oral and written communication skills;
Effective interpersonal skills.

Ability to:
Work with IBM networks including but not limited to Novell, Ethernet networks, and Windows;
Perform individual research, analysis, and evaluations in state-of-the-art microcomputer hardware, software, and network technologies;
Work with vendors to develop an understanding of products, evaluate proposals, and enhance applications;
Establish and maintain effective working relationships;
Plan, organize and manage assigned functions;
Meet schedules and timelines;
Maintain records, prepare reports and make presentations.

EDUCATION AND EXPERIENCE
Any combination equivalent to: Completion of two years of college coursework in Computer Science, Management Information Science, Electronic Technology or a closely related field; and/or two years of progressive experience with computers and/or network systems.

LICENSES AND OTHER REQUIREMENTS
Upon hire or within six months of employment, Certified Network Administrator (CNA) certification or equivalent;
Possession of a valid California Driver's License;
Insurability by the District's liability insurance carrier.

WORKING CONDITIONS
Environment:
Computer laboratory and office environment.

<u>Physical Abilities:</u>
Dexterity of hands and fingers to perform computer installations and operate a computer keyboard;
Sitting or standing for extended periods of time;
Bending at the waist;
Kneeling or crouching;
Hearing and speaking to exchange information;
Seeing to perform computer hardware and software installation and test activities;
Moderate lifting.

Board Approval: 06/17/04