

# FALLBROOK UNION ELEMENTARY SCHOOL DISTRICT

## BOARD POLICY

### PERSONNEL

JD 4200.1

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### SYSTEMS SUPPORT TECHNICIAN

Under general direction, to install, repair and maintain a variety of computer and peripheral equipment, including computers, printers, terminals, modems and other hardware and software; provide training and technical assistance and support related to hardware and software to computer users at school and District locations; and to perform other related duties as assigned.

#### Responsible to

Director of Technology

#### Examples of Duties

1. Assist in the distribution, installation and operation of computer systems for the purpose of maintaining a LAN/WAN network.
2. Assist in the installation and maintenance of the local area network for the purpose of maintaining reliable data communication services.
3. Report major software and system malfunction to the Director of Technology for the purpose of maintaining efficient operation of the network.
4. Confer with users on system operational malfunctions and determine corrective action or steps for the purpose of maintaining a functional computer network.
5. Travel to various sites to provide training, troubleshoot equipment problems and install new equipment; develop user guides and other user assistance items.
6. Install, test, troubleshoot, and maintain computer hardware and software; diagnose and resolve problems and malfunctions utilizing test programs and equipment.
7. Preview software; recommend the purchase of new and replacement hardware and software.
8. Communicate with vendors, suppliers, District administrators and personnel concerning parts, equipment and program operation and new technology; maintains records and prepares reports related to equipment inventory, maintenance, installations and warranties.
9. Respond to emergency requests for equipment repairs.
10. Perform other related duties as assigned.

**Systems Support Technician**

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**Qualifications Guide**

**Knowledge of:**

1. Computer applications, operations, and peripheral equipment.
2. Copyright laws, privacy laws, and district policies related to network/computer access.
3. Requirements and procedures for determining the configuration of network equipment, system-level and commercially packaged software.
4. Methods, tools and procedures used in the installation, repair and maintenance of computers and network equipment.
5. Methods and procedures for storing equipment, materials and supplies.
6. Safety practices and precautions.
7. Computer networks related to LAN (local area network) and WAN (wide area network), including all related software packages and E-mail.
8. TCP/IP and IPX protocol.
9. Microsoft operating environment (some MAC and DOS).
10. Internet practices and procedures.
11. Correct English usage, spelling, grammar, and punctuation.

**Ability to:**

1. Troubleshoot, investigate and correct computer malfunctions or concerns and perform routine hardware and software technical support.
2. Provide demonstration and explanation of a variety of computer hardware and software operations.
3. Work effectively with strict time lines, numerous contacts and the necessity of accuracy.
4. Establish and maintain cooperative and effective working relationships with others.
5. Communicate effectively both orally and in writing to non-technical staff.

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6. Train and provide direction to others.
7. Work effectively, both independently and as a member of a team.
8. Read, interpret, apply and explain rules, regulations, policies and procedures.
9. Work confidentially with discretion.

#### **Training and Experience:**

Associate Degree in computer and network systems or closely related field and three (3) years of experience managing a network environment using TCP/IP and Ethernet Protocols. Bachelor's Degree is preferred.

CCNP/MCSE Certification preferred

#### **Licenses**

Possession of a valid California driver's license and a motor vehicle available for use during working hours.

#### **Working Conditions**

1. Office and School work environment.
2. Driving a vehicle to conduct work.
3. Some noise and temperature variations from computer equipment and adjacent offices.

#### **Physical Abilities**

1. Hearing and speaking to exchange information and make presentations.
2. Dexterity of hands and fingers to operate a computer keyboard.
3. Finger and grasp objects.
4. Lifting of materials weighing up to 50 pounds.
5. Bend, stoop, kneel, crawl, stretch, lift and carry equipment and objects.

Job Description Adopted: November 07, 1994

Job Description Revised: June 3, 2002

Job Description Revised: January 22, 2013

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