

**SANTA CLARA COUNTY OFFICE OF EDUCATION
Personnel Commission**

CLASS TITLE: SCHOOL SITE TECHNOLOGY SUPPORT SPECIALIST

BASIC FUNCTION:

Under direction, performs a variety of technology support duties of routine complexity and scope for SCCOE school sites, involving the installation, maintenance, and repair of hardware and software technologies.

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REPRESENTATIVE DUTIES:

OTHER DUTIES:

Perform related duties as assigned.

KNOWLEDGE AND ABILITIES:

KNOWLEDGE OF:

Computer operating systems and software installation.

Standard software application programs including spreadsheets, word processing applications

and basic database management.

Computer practices, procedures, documentation and typical causes of end-user downtime.

Routine maintenance methods, procedures, and techniques used to ensure proper performance of equipment and applications.

Wi-Fi networks and basic LAN principals.

Proper office methods, practices, and procedures.

Basic record-keeping procedures.

Principles of training and customer service.

Basic English usage, punctuation, spelling, grammar, and sentence structure.

LICENSES AND OTHER REQUIREMENTS:

Valid California driver's license.

WORKING CONDITIONS:

ENVIRONMENT:

Indoor environment

Evening or variable hours.

Driving a vehicle to conduct work.

PHYSICAL DEMANDS:

