

SANTA CLARA COUNTY OFFICE OF EDUCATION

CLASS TITLE: TECHNOLOGY SUPPORT ANALYST

BASIC FUNCTION:

Under the direction of the Manager– Network and Technical Support Services provide technical support to the technology users of the County Office and school districts; provide hardware and software installation, configuration, maintenance and upgrades to computers, servers, mobile devices and networking equipment; provide maintenance and configuration to the Local Area Networks (LANs) and Wide Area Networks (WANs); document technical and network related problems and resolutions; work on a variety of assignments concurrently; prioritize, advise, develop technical analyses and provide a timely resolution to customer needs.

REPRESENTATIVE DUTIES:

ESSENTIAL

Assists Engineers with setup and configuration of CISCO routers and switches; performs basic troubleshooting on COE and remote MDF and IDF locations.

Participates in the roll out of new applications and technology tools; trains users of various experience levels in the use of new technologies.

Drives a vehicle to various sites to conduct work.

OTHER DUTIES:

Perform related duties as assigned.

KNOWLEDGE AND ABILITIES:

KNOWLEDGE:

Principles, methods and procedures applied in the operation of computers, peripheral equipment, application software, and networks.

Computer hardware, networking, operating system software and their applications.

Interpersonal skills including tact, patience and courtesy.

TCP/IP and Basic CISCO router and switches commands.

Automated desktop builds imaging, antivirus, and malware spam tools including and assure proper maintenance and compliance of assigned tools.

Wireless applications utilized by the County Office.

Windows servers, OS X server, Linux and Unix servers.

Principles and practices of training and providing work direction to others.

Proper office methods, practices and procedures.

Research skills.

Oral and written communications skills.

ABILITY TO:

Provide technical support services of moderate to advanced difficulty to the users of the County Office and school districts.

Provide hardware and software installation, configuration, maintenance and upgrades to computers, servers, mobile devices .3825 0 TD/TT6 1 Tf .380003>Tj /TT6 1 Tf .224 0 TD .0002 Tc (mobiTT6 1 Tfp5 1 Tf 3.77

EDUCATION AND EXPERIENCE:

Any combination equivalent to: Associate's degree in computer science, information systems or related field and three years of related experience in the maintenance, installation, configuration, and upgrades of hardware, software, and operating systems of microcomputers and local area networks.

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:

Hearing and speaking to exchange information and make presentations.

Dexterity of hands and fingers to operate computer keyboard.

Seeing to perform assigned activities.

Sitting for extended periods (networks.) /TT5 1 Tf 3.7486 0 TD 0 Tc <0003>Tj /TT6 1 Tf .224 0 TD .00