



**Orange County Department of Education
Human Resources Department
Classified Class Specification**

**Class Code: 3126
Date Adopted: 7/1/2024**

**FLSA Status: Nonexempt
Union Representation: Represented**

Technical Support Specialist

GENERAL PURPOSE

Under general supervision, performs difficult and responsible desktop support including computers and peripheral equipment; installs and configures computers and other devices; provides problem resolution and technical support services to OCDE customers for the operation and use of desktop computers and peripheral equipment; monitors distribution, return, and retirement of desktop computers and peripheral equipment; moving of desktop computers and peripheral equipment; and disposal of damaged and retired equipment; and performs related duties as assigned.

DISTINGUISHING CHARACTERISTICS

Technical Support Specialists provide a variety of difficult and responsible services to assist customers in making effective use of computer hardware, standard and specialized software, peripheral equipment, devices, and other technology tools to meet operating, business, and educational requirements. Incumbents are expected to maintain assigned systems and provide problem resolution and technical support services with high reliability and a minimum of supervision and direction.

ESSENTIAL DUTIES AND RESPONSIBILITIES

This position description is intended to describe the general nature and level of work being performed by an employee assigned to this position. This description is not an exhaustive list of all duties, responsibilities, knowledge, skills, abilities, and working conditions associated with this position. All requirements are subject to possible modification to reasonably accommodate individuals with a disability.

1. Provide technical support to users related to computers and operating system platforms; install, configure, maintain, and repair a variety of computers, tablets, printers/copiers, peripherals, classroom technology devices (e.g. interactive displays) and other devices; install, set up or relocate, configure, repair, and support PC hardware and software, printers/copiers, and peripherals; install software and software upgrades; and configure synchronization.
2. Install, test, and configure desktop application upgrades, service packs, and patches, as well as customized user applications; and support OCDE and departmental software applications
3. Receive, document, diagnose, and resolve user problem and request for technical assistance from customers on computers and peripheral equipment.
4. Research, troubleshoot, diagnose, and resolve hardware, software, and network connectivity problems to minimize system downtime, including performance degradation, problems in interactions between hardware, software, and network operating systems, and hardware or disk failures; and coordinate equipment repairs.

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5. Maintain up-to-date records and inventory of computers, printers/copiers, peripherals, classroom technology devices, software licenses, product warranties, configuration images, maintenance and repair activities, and parts and supplies; monitor to ensure compliance with software licenses; and maintain a database inventory of hardware, software, and users.
 6. Maintain technical system and configuration documentation and logs and maintain a technical knowledge base and prepare and update training manuals and policy guidelines for system use and operation.

OTHER DUTIES

1. Conduct user training on existing and new desktop applications and proper equipment usage.
2. May provide training to new Technical Support Specialists.
3. Attend a variety of meetings, conferences, seminars, and training sessions.

QUALIFICATIONS

Knowledge of:

1. Operating system architecture, characteristics, commands, and components applicable to OCDE computer platforms.
2. Network architecture and basic theory and principles of network design.
3. Advanced methods, principles, practices, and techniques for troubleshooting and determining the causes of system, computer, and PC hardware problems and device errors and failures.
4. Desktop and portable computers, including hardware and software installation, operation, and maintenance.
5. Standard business support software, including word processing, spreadsheet, presentation, graphics, and database programs.
6. Federal, state, and local laws, codes, and regulations pertaining to the use of computer hardware and software.
7. Customer service principles and practices.

Ability and Skill to:

1. Analyze difficult problems, evaluate alternatives, and make sound recommendations.
2. Plan, organize, and complete tasks efficiently and in accordance with established quality standards with limited supervision.
3. Troubleshoot, diagnose, and resolve complex and ambiguous computer and PC hardware and software problems and failures of varying difficulty efficiently and effectively.
4. Obtain accurate and complete information from customers, in person and by telephone, to identify their needs and problems and develop responses and solutions.
5. Troubleshoot complex system, hardware, software, and network connectivity problems and make or recommend modifications.
6. Install and configure PCs, peripheral equipment, devices, and other technology tools.

7. Prepare clear, concise, and accurate program documentation, reports of work performed, and other written materials.
8. Make sound, independent judgments within established guidelines.
9. Communicate clearly and effectively, both orally and in writing.
10. Establish and maintain effective working relationships with OCDE management, staff, vendors, and others encountered in the course of work.
11. Must demonstrate attendance sufficient to complete the duties of the position as required.

Education, Training, and Experience:

A typical way of obtaining the knowledge, skills, and abilities outlined above is an associate's degree in computer technology or related field and one (1) year of experience in technical support; or a combination of training and experience.

Licenses; Certificates; Special Requirements:

A valid California driver's license and the ability to maintain insurability under OCDE's vehicle insurance policy.

PHYSICAL AND MENTAL DEMANDS

The physical and mental demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this class.

Physical Demands

Employees must be able to perform the essential functions of the position with or without accommodation. Employees in this classification often lift, carry, push, and pull heavy objects. They read written and electronic materials; communicate clearly with those contacted through the course of work (typically in person, on the phone, and via email); and access and operate all required equipment for job duties. This position may include the need to traverse uneven surfaces. May move items weighing up to 50 pounds and lift up to 100 pounds with assistance.

Must pass a pre-employment physical examination related to job duties and assignments and in accordance with relevant codes and regulations.

Mental Demands

While performing the duties of this class, the incumbent is regularly required to use written and oral communication skills; read and interpret information; analyze and solve problems; make observations and interpret people and situations; use mathematical reasoning; learn and apply new information or skills; perform detailed work on multiple, concurrent tasks with frequent interruptions; work under intensive deadlines and meet productivity requirements; and interact successfully with various groups of people encountered in the course of work.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this class. Reasonable accommodations may be made to enable individuals with disabilities to perform essential functions.

Employees work under typical office conditions, and the noise level is usually quiet. Employees also frequently perform work in customers' offices and other locations where the noise level is normally quiet. Some work is performed in confined spaces. Employees may be exposed to airborne dust and particles and the risk of electrical shock, and the noise level may be very loud. Some work involves climbing ladders and working in precarious places.

Duties require driving to widely dispersed facilities and working in classrooms where at-promise students may be disruptive, abusive, and/or threatening.