



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

**Class Code: 3103  
Date Adopted: July 1, 2008  
Date Revised: May 4, 2016**

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

---

## **IT User Support Technician**

### **GENERAL PURPOSE**

Under general supervision, serves as initial point of contact and provides technical level one and two helpdesk support for users of all IT supported systems, desktop applications, and services; installs, configures, upgrades, troubleshoots, and repairs computer hardware and software and peripheral equipment; and performs related duties as assigned.

### **DISTINGUISHING CHARACTERISTICS**

IT User Support Technicians staff the IT help desk and provide level one and two problem resolution and technical support services to Information Technology customers for the operation and use of personal computer hardware, software and peripheral equipment. Incumbents also install, configure, troubleshoot, and maintain PC and Mac computer hardware, software, peripherals, and related equipment. Incumbents are responsible for providing a high level of customer support in responding to questions and diagnosing and resolving problems within their level of expertise.

IT User Support Technician is distinguished from Network Specialist in that incumbents in the latter class are responsible for performing more complex workstation and network maintenance and support functions for information technology customers.

### **ESSENTIAL DUTIES AND RESPONSIBILITIES**

*The duties listed below are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to this class.*

1. Serves as initial point of contact and receives, documents, and coordinates problems reported to the IT helpdesk; troubleshoots, diagnoses, and resolves first-level hardware, software, and peripheral problems and creates IT trouble tickets in the system for assignment to the next technician available for a site visit; refers more complex problems to senior staff for resolution or coordinates repairs with vendors; documents actions taken in response to problems and requests; advises and assists users with technical issues related to computer hardware, software, and peripherals.
2. Installs, sets up, relocates, configures, customizes, troubleshoots, repairs, maintains, recycles, and supports PC and Mac computer hardware and software and peripherals; installs hardware, software, and memory upgrades; maintains driver updates on all peripheral devices; creates and deploys images for computers; installs, tests, and configures applications and new software functionalities.
3. Coordinates with vendors on warranty repairs to workstations, hardware, and other equipment.
4. Maintains a variety of records; updates records of software licenses, hardware serial numbers, work completed, and knowledge base of problem resolution activities.

---

## **OTHER DUTIES**

1. Monitors trends and developments in the field.
2. Researches and evaluates computers and related equipment to meet user needs and makes recommendations.
3. Receives and processes donated equipment for distribution.
4. Attends a variety of meetings, conferences, seminars, and training sessions.

## **QUALIFICATIONS**

### **Knowledge of:**

1. Help desk functions, policies, and procedures.
2. Methods and techniques for the installation, configuration, and maintenance of computer hardware, software and peripherals.
3. Methods and techniques in troubleshooting and problem resolution for first and second level hardware and software problems and device errors and failures.
4. Principles and practices of computer platform and network operating systems.
5. Standard software packages, including word processing, spreadsheet, presentation, graphics, and database programs.
6. PC and Mac hardware, operating systems, and characteristics.
7. Federal, state, and local laws, regulations and court decisions applicable to assigned areas of responsibility.
8. Safe work practices and procedures.
9. Customer service principles and practices.

### **Ability to:**

1. Troubleshoot, diagnose, and resolve computer hardware and software problems and failures of varying difficulty efficiently and effectively.
2. Obtain accurate and complete information from customers, in person and by telephone, to identify their needs and problems and develop responses and solutions.
3. Install and configure computers, peripheral equipment, devices, and other technology tools.
4. Troubleshoot routine to moderately difficult system, hardware, software, and network connectivity problems and make or recommend modifications.
5. Plan, organize, and complete tasks efficiently and in accordance with OCDE quality standards.
6. Read, understand, and interpret technical manuals, documentation, schematics, blueprints, and other materials applicable to the work.
7. Prepare clear, concise, and accurate program documentation, reports of work performed, and other written materials.
8. Understand and follow written and oral instructions.
9. Make sound, independent judgments within established guidelines.

---

**Ability to: (cont.)**

10. Communicate clearly and effectively, both orally and in writing.
11. Establish and maintain effective working relationships with OCDE management, staff, vendors, and others encountered in the course of work.
12. 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 graduation from high school or high school equivalency test, completion of college-level work in computer science, management information systems, or a closely related field; and two years of progressively responsible experience in providing customer support in an information systems operating environment similar in size and complexity to that of OCDE; or an equivalent combination of training and experience.

**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. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

**Physical Demands**

While performing the duties of this job, the employee is regularly required to sit, stand, and walk; talk or hear, both in person and by telephone; hear to distinguish equipment operating sounds; use hands to finger, handle, and feel computers and standard business equipment; and reach with hands and arms to at or above shoulder level; bend, stoop, push, pull, grasp, squat, kneel, twist, crawl, climb, and balance to access materials or equipment, and lift and or move up to 50 pounds and lift up to 75 pounds with assistance from ground, waist, and chest level. Travel over uneven terrain that may include gravel or dirt, carry materials on stairs; some locations may have stairs and will not have elevators.

Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and the ability to adjust focus.

Must pass a pre-employment physical examination related to job duties/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 data, information, and documents; analyze and solve problems; use math/mathematical reasoning; perform highly detailed work under changing, intensive deadlines, on multiple concurrent tasks; work with constant interruptions, and interact with OCDE management, staff, vendors, and others 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 the 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 and employees may be exposed to airborne dust and particles and the risk of electrical shock.