MARIN COUNTY OFFICE OF EDUCATION
CLASSIFIED POSITION DESCRIPTION

Information Systems Support Technician

THE POSITION:
Under general supervision, supports the technology needs of business, office, and instructional end users. Operates, monitors, maintains, installs, and repairs a variety of computer hardware/software and peripheral equipment. Investigates and troubleshoots routine processing problems; ensures the security of data by performing appropriate backup procedures. Provides training, support, and problem resolution to users.

TYPICAL DUTIES:
1. Installation, repair, and troubleshooting of computers, peripherals, and software applications at multiple sites.
2. Supports the operation of data processing activities. Operates computer and peripheral equipment supporting various data processing functions;
3. Troubleshoots connectivity problems in local area networks and wide area networks.
4. Coordinates and facilitates the repair of equipment.
5. Trains and supports end-users in the use of computers and software applications.
6. Responds to help desk requests to resolve hardware or software problems, referring more complex issues to supervisor as necessary.
7. Assists in writing and revising computer instructions and procedures.
8. Tracks equipment and supplies inventory; makes recommendations for purchase.
9. Creates, maintains, and edits webpages.
10. Attends trainings, workshops, and other professional development opportunities, as assigned.
11. Performs a wide variety of other related duties requiring essentially the same effort, skill, and responsibilities when work requirements are changed or modified.

MINIMUM QUALIFICATIONS:

TRAINING, EDUCATION, AND EXPERIENCE

Any combination of education and experience that would likely provide the knowledge and abilities is qualifying. Typically, this would include formal education or training which ensures the ability to read and write at a level necessary for successful job performance, and at least one year of experience in installing and maintaining computer hardware and software. Possession and maintenance of a valid California Driver's License.

Knowledge of:
- Principles and techniques applied in the operation of computer equipment and peripherals;
- Routine maintenance methods and procedures used in the upkeep of computers, peripherals, and networks;
- Basic office methods and procedures;
- Standard English usage, spelling, grammar, and punctuation;
- Logical work flow as it pertains to computer operations;
- Safe work practices;
- Software applications such as word-processing, spreadsheets, email, web browsers;
- Basic operation, maintenance, and repair of computer hardware and software, and peripherals.

Ability to:
- Establish and maintain cooperative working relationships;
- Plan, organize, prioritize work;
- Maintain orderly work environment;
- Provide day-to-day technology support to non- technical users;
- Understand and perform written and oral instructions;
- Operate sophisticated equipment such as, computer, copier, fax, printer, LCD projector;
- Identify problems or potential problems and take remedial action within scope of responsibilities, or recommends remedial action;
- Keyboard with accuracy;
- Learn and adapt to new technologies;
- Multitask;
- Demonstrate strength, stamina, and physical agility to complete assigned tasks; lifts up to 50 lbs. on occasion.

010907- Labor Grade 14, Salary Range 50- IS SUPPORT TECHNICIAN

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