CLASS TITLE: SYSTEMS SUPPORT TECHNICIAN I

BASIC FUNCTION:
Under general supervision, identify, troubleshoot, provide support and resolve problems encountered by VCOE users and customers of various servers, desktop systems, the countywide network and other computer technology; install, test, certify and troubleshoot network cabling systems; provide technical expertise and support to end-users regarding optimal set-up for software, hardware and network use; backfill for the Customer Support Specialist on an as needed basis; train users in various software applications and network-related procedures; provide work direction for student assistants; and perform related work as required.

DISTINGUISHING CHARACTERISTICS:
The Systems Support Technician I performs professional-level support at a more basic level of diagnosis and may, at times, periodically require assistance from the Systems Support Technician II or other higher level positions in finding both the specific problem and/or its ultimate resolution.

The Systems Support Technician II is a demonstrably more experienced-level position than the Systems Support Technician I and has the ability to analyze more complex computer- and, especially, network-related problems reported by end-users and/or monitoring software.

REPRESENTATIVE DUTIES:
Examples of key duties are interpreted as being descriptive and not restrictive in nature.

1. Identify, troubleshoot, and resolve hardware-, software- and primary level network-related problems encountered by end-users of the VCOE countywide network, including the Internet, servers, the VoIP system, video conference system, Windows and Macintosh PC’s, and new computer technology.
2. Monitor networks maintained by VCOE and report circuit problems to appropriate phone company and monitor said company’s response; escalate problem to Systems Analyst when appropriate.
3. Maintain a variety of records and/or documentation related to installation configurations, equipment maintenance and repair history, cabling, time worked, and services provided.
4. Install, certify, and troubleshoot local/remote campus network cabling infrastructure, including basic local area network equipment and software.
5. Configure and install Windows workstations and Macintosh operating systems in response to the demands of a complex network design.
6. Participate in scheduled rotation and perform pre-defined tasks within network/server operations team.
7. Use established system support tracking software to log service requests; monitor and track problem resolution; identify patterns of failure, research bug fixes, and implement solutions; communicate with manager regarding unresolved problems.
8. Collaborate with programmers and analysts to solve application problems to meet end-user computing needs.

9. Optimize computer usage by researching and recommending enhancements to system capabilities and performance.

10. Work with vendors to resolve hardware operating system issues; research, test and implement designated solutions.

11. Enforce all VCOE network security and installation procedures.

12. Train end-users on the use and features of the various operating systems and applications software.

13. Perform related duties as assigned.

**KNOWLEDGE AND ABILITIES:**

**KNOWLEDGE OF:**
A basic understanding of the capabilities and limitations of various computer systems, including local and wide area networks, desktop operating systems and various software applications, VoIP systems, digital video systems, the principles of information systems design, especially as related to multi-protocol, multi-platform client/server environments.

**ABILITY TO:**
Effectively identify and analyze a wide range of technical computer- and network-related problems; Listen to, and effectively communicate with, both verbally and/or in writing, a diverse client and vendor base that possess all levels of skill; Deliver customer support, both in-person and over the phone, in a professional manner; Learn and provide primary-level support for VCOE’s network; Learn and apply new technical knowledge quickly; Work independently and as a member of a team, maintaining cooperative work relationships; Support VCOE’s objectives by training others in the use of their computers and applications; and Demonstrate sensitivity to, and respect for, a diverse population.

**EDUCATION AND EXPERIENCE:**
Any combination of education and experience that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the specific knowledge and abilities would be:

**Education**
Associate’s degree with at least two years of coursework in computer sciences and networking applications and systems.

**Experience**
Current experience providing basic technical desktop and network support in a large multi-platform and multi-operating systems environment OR one year of experience and a Microsoft Certified Professional (MCP) certificate; Demonstrated experience implementing local area networks using multi-operating systems and platforms; Network and computer trouble-shooting and problem solving skills required, including knowledge of networking theory, principles, and practices; Specific knowledge of Windows Server and TCP/IP; and Previous technical support of Macintosh computers is helpful.
LICENSES AND OTHER REQUIREMENTS:
This classification requires the frequent use of a personal or County Office vehicle while conducting VCOE business.
Must possess a valid (Class C) California driver’s license and an acceptable driving record.

WORKING CONDITIONS:
Must be able to perform physical activities, such as, but not limited to:
Lifting heavy equipment (up to 50 lbs. unassisted);
Bending, standing, climbing or walking;
Must also be able to tolerate confined spaces and/or working at heights on ladders while installing cables; and
Occasional exposure to chemical fumes while cleaning equipment.

Should an applicant require reasonable accommodation, the Ventura County Office of Education will consider that upon request.