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## TECH SUPPORT SPECIALIST

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**JOB DESCRIPTION:**

Under general direction of District Superintendent, performs a variety of tasks including operation and installation of personal computers both Macintosh and Intel compatible and a variety of peripheral and communication equipment. Trouble shooting personal computers to determine cause and resolution of problems encountered by staff. Resolutions might include reloading of operating systems, or application software; restoring personal computer from network backups; upgrading personal computers hardware and software; connecting personal computers to local area network and ensuring functionality; following manuals and reading complicated instructions; understanding and using TCP/IP; understanding and carrying out oral and written instructions; use of appropriate and correct English, spelling, grammar and punctuation; performing arithmetic calculations with speed and accuracy; type at a rate required for successful job performance; operate a variety of standard office equipment; work independently; communicate effectively in written and oral form; establish and maintain effective work relationships with those contacted in the performance of required duties. Does related work as required. The Tech Support Specialist serves in a confidential and supervisory capacity.

**MINIMUM QUALIFICATIONS - EDUCATION AND/OR TRAINING:**

Requires an Associate of Arts Degree or Bachelor's Degree with a concentration in computer-related technology and/or Business Administration; or equivalent experience in management information systems.

**MINIMUM EXPERIENCE:**

Three years experience with personal computers including software installation and trouble-shooting. Utilization of technology in a computing environment.

**CREDENTIALS AND/OR SKILLS AND ABILITIES:**

Knowledge of computing systems terminology; proper office methods and practices; personal computing operations and hardware; operational requirements of networked personal computer systems; personal computing applications including Microsoft Office and others; Apple Macintosh, Windows and Windows Server operating systems; modern computer techniques, methodologies, principles, and practices. Be flexible and receptive to change. Possess a valid California driver's license and proof of liability insurance coverage in the minimum amount required by Ripon Unified School District policy; insurable by the RUSD carrier. Must furnish own transportation as required to fulfill job duties.

**ESSENTIAL FUNCTIONS:**

Essential functions may include, but are not limited to:

1. Operates and monitors computer systems and related equipment including personal computers, printers and other peripheral devices in a large networked, data communications and telecommunications environment.
2. Utilizes personal computing hardware and software, word-processing, spreadsheet, and database applications to perform basic duties including documentation, reporting, scheduling and user support.
3. Respond to user requests for assistance in utilizing personal computer hardware and software.
4. Train users on various programs which may require travel within California.
5. Install operating systems such as Windows, Windows Server and Macintosh OS.
6. Install and support personal productivity applications (word processing, spreadsheets, virus protection, and others), Database applications, Network/Internet applications (email, Internet browsers, terminal emulators, backup and others) on both Macintosh and Intel compatible workstations.
7. Supervises Software Specialist/Data Analyst

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- 8. May be required to assist SJCOE Network Support Staff during critical demand periods, emergency situations, or scheduled vacations.
- 9. Perform other related duties as required.

**ESSENTIAL PHYSICAL REQUIREMENTS:**

Incorporated within one or more of the previously mentioned duties and responsibilities of this job description are the following essential physical requirements:

- 1 Seldom = Less than 25%
- 2 Occasional = 25-50%
- 3 Often = 51-75%
- 4 Very Frequent = 76% and above

4	a. Ability to work at a desk, conference table or in meetings of various configurations
4	b. Ability to stand and circulate for extended periods of time
4	c. Ability to see for purposes of reading laws and codes, rules and policies and other printed matter materials and observing students
4	d. Ability to hear and understand speech at normal levels
4	e. Ability to communicate so others will be able to clearly understand normal conversation
4	f. Ability to bend and twist, kneel and stoop, run and crawl
4	g. Ability to reach in all directions
2	h. Ability to lift 25 pounds
1	i. Ability to carry 50 pounds

**WORK ENVIRONMENT:**

Employees in this position will be required to work indoors and outdoors in a standard office environment and come in direct contact with RUSD staff, district staff, and the public.

**Immediate Supervisor:** Superintendent

**Assignment:** Up to 8 hours per day as determined by the Superintendent

**Salary:** Classified Management Salary Schedule: Range 202