CLASS SPECIFICATION
User Support Technician

FLSA Status: Nonexempt
EEOC Job Category: Technicians
Union Representation: Represented

GENERAL PURPOSE
Under general supervision, serves as initial point of contact and provides first-level technical helpdesk support for users of all IT supported systems, applications and services; performs computer operations and production support duties; may install, maintain, upgrade and repair computer hardware and software and peripheral equipment; and performs related duties as assigned.

DISTINGUISHING CHARACTERISTICS
User Support Technician is the entry-level technical class in the information technology user support class series. Incumbents staff the ACIT help desk and provide the first-level problem resolution and technical support services to Information Technology customers for the operation and use of personal computer hardware, software and peripheral equipment and are responsible for providing a high level of customer support in responding to questions and diagnosing and resolving problems within their level of expertise. Incumbents also operate mid-range computers and perform production support duties. Incumbents perform a variety of basic information technology installation, troubleshooting and maintenance duties.

User Support Technician is distinguished from User Support Specialist I in that an incumbent in the latter class performs on-site installation, configuration, troubleshooting, maintenance and repair of hardware, software, servers, networks and operating systems requiring more extensive technical experience and knowledge of the District’s information technology infrastructure and operating environment.

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 the initial point of contact and receives, documents and coordinates problems reported to the IT helpline; troubleshoots, diagnoses and resolves first-level hardware, software and peripheral problems and creates IT trouble tickets in the system for assignment to higher-level staff; refers more complex problems to the supervisor for resolution; documents actions taken in response to problems and requests; advises and assists users with technical issues related to computer hardware, software and peripherals.

2. Monitors and maintains proper functioning and security of the District’s mainframe computer and a variety of servers; runs regular server and mainframe backups to ensure integrity and accuracy of data and programs; performs power ups and downs for the mainframe ensuring proper sequence; performs start-up and shutdown procedures; identifies and determines mainframe operating problems,
schedules regular service and performs preventative maintenance and minor repairs as needed; notifies supervisor of the more complex mainframe operating problems; manages the mainframe’s security software system by creating logons with appropriate menus and reactivating accounts and resetting passwords on the network.

3. Performs basic set up and installation of PC hardware, software, operating systems, patches and peripheral equipment; diagnoses hardware malfunctions; moves computers and peripheral equipment as needed for users; documents procedures for installs as required.

4. Maintains operation control systems and submits and schedules daily jobs; makes changes to job control language daily; creates monthly operation control system calendars.

5. Logs and maintains the mainframe tape library system; scratches tapes at appropriate times.

OTHER DUTIES

1. Assists payroll in generating pay warrants and direct deposit files for transmission to financial institutions; logs warrant numbers, changes and runs job control language and verifies payroll totals; downloads direct deposit files to proper drives and folders; downloads text to mainframe for pay warrant printing; prints, logs, signs, counts, bursts, folds and stuffs pay warrants; meters and delivers warrants to payroll and mailroom for distribution to employees.

2. Attends a variety of meetings, training sessions, conferences and seminars as required.

QUALIFICATIONS

Knowledge of:

1. Help desk functions, policies and procedures.

2. Basic methods and techniques for the installation, configuration and maintenance of hardware, software and peripherals.

3. Standard methods and techniques in troubleshooting and problem resolution for 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 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.
Ability to:

1. Troubleshoot, diagnose and resolve routine computer and PC hardware and software problems and failures efficiently and effectively.
2. Obtain accurate and complete information from users, in person and by telephone, to identify their needs and problems and develop responses and solutions.
3. Install and configure PCs, laptops, printers and other peripheral equipment.
4. Safely operate and care for a variety of computer installation tools.
5. Organize, set priorities and complete projects and client requests with a minimum of supervision.
6. Read and interpret diagrams, specifications and manufacturers’ instructions for the operation of technology equipment.
7. Follow and apply written and oral instructions.
8. Communicate clearly and effectively, both orally and in writing.
9. Prepare and maintain complete and accurate records and reports.
10. Establish and maintain effective working relationships with District management, staff, end users and others encountered in the course of work.

Education, Training and Experience:
A typical way of obtaining the knowledge, skills and abilities outlined above is graduation from graduation from high school or G.E.D. equivalent; and three years of increasingly responsible experience in computer operations; or an equivalent combination of training and experience. Completion of coursework in computer support services is highly desirable but not required.

Licenses; Certificates; Special Requirements:
A valid California driver’s license and the ability to maintain insurability under the District’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. 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; talk or hear, both in person and by telephone; use hands to finger, handle and feel computers and standard business equipment; and reach with hands and arms. Employees are regularly required to stand and walk; crouch, stoop, kneel and bend; and lift up to 50 pounds.
Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception and the ability to adjust focus.

**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; learn and apply new information and skills; perform highly detailed work under changing, intensive deadlines, on multiple concurrent tasks; work with constant interruptions, and interact with District management, staff, end users 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 moderately quiet.