Irvine Unified School District

COMPUTER SUPPORT SPECIALIST III

DEFINITION

Under the direction of the Manager of PC Support Services provides technical support for users of the district's computer systems. Interprets software and hardware features for users. Responsible for assisting sites with help desk issues. Responsible for setting up new personal computers including loading and unlading of operating systems and application software.

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following. Other duties may be assigned.

- Deploys, troubleshoots and maintains Personal Computer (PC) software and hardware ensuring proper network connectivity.
- Manages LAN access, installs standalone and network software, repairs improperly installed software and hardware.
- Maintains inventory of all hardware and software, and keeps an up to date log of all users.
- Maintains strong analytical and troubleshooting skills in all areas of hardware, software and communications.
- Maintains an excellent knowledge of Window 2000 and XP and the Microsoft Office Suite. Ability to support client/server applications currently running in the windows environment.
- Maintains good understanding on all the network protocols in use at IUSD, including Novell Netware and ZEN works.
- Surveys hardware and software trends, makes strategic recommendations relative to new advances and needs of IUSD users.
- Helps in administering local area networks; installs, maintains, and documents network hardware, software, and operating systems.
- Recommends specifications, standards, and requirements for hardware and/or software purchase and design to ensure optimum system and end-user performance.
- Assists as security officer for IUSD Networks preventing unauthorized access. With other staff members, provides IUSD administrators, teachers and students with network and electronic mail accounts and ensures that delinquent accounts are removed.
- Helps in maintaining and installs repeaters, bridges, routers and gateways as required for connection between the IUSD networks: between the District Office and all schools, and between the District Office and the Internet.
- Helps in managing and overseeing postmaster responsibilities. Helps in the installs and maintenance of user accounts.

QUALIFICATIONS GUIDE

Knowledge of:

- PC and networking hardware and software.
- All the network protocols in use at IUSD, including Novell Netware, IPX/SPX, TCP/IP, PPP, SLIP, LocalTalk, EtherTalk and LAT (as of current date).
- On-line quality assurance support programs.
- Hardware and software installation.

Ability to:

- Describe technical issues to the field and users.
- Communicate effectively in both oral and written form.

- Develop and maintain effective working relationships with staff, users, administrators and vendors.
- Design, install, maintain and document network hardware, software, and operating systems.
- Prepare cost/benefit analysis.
- Implement systems to protect data security.
- Train other staff.

Training and Experience:

Strong analytical and troubleshooting skills in all areas of hardware. Significant College level course work in Computer Science is required. Minimum 5 years experience in the information technology field. Bachelor's degree in Computer Science or Business Administration from an accredited university and paid experience in work related to the computer field are preferred.

QUALIFICATION REQUIREMENTS:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed above are representative of the knowledge, skill and/or ability required.

REASONING ABILITY:

Ability to define problems, collect data, establish facts, and draw valid conclusions. Ability to interpret an extensive variety of technical instructions in mathematical or diagram form and deal with several abstract and concrete variables in situations where only limited standardization exists.

PHYSICAL DEMANDS:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to walk; use hands to finger, handle, or feel objects, tools, or controls; and talk or hear. The employee is occasionally required to stand, sit, and reach with hands and arms.

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

WORK ENVIRONMENT:

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job.

While performing the duties of this job, the employee occasionally works near moving mechanical parts.

The noise level in the work environment is usually moderate.

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