

SAN MATEO COUNTY OFFICE OF EDUCATION

CLASS TITLE: COMPUTER/NETWORK TECHNICIAN

BASIC FUNCTION:

Under the direction of an assigned administrator, perform a variety of technical duties involved in the installation, configuration, maintenance, troubleshooting, diagnosis and repair of computer hardware, software, networks and peripherals.

REPRESENTATIVE DUTIES:

ESSENTIAL DUTIES:

Install, configure, modify and maintain computer hardware, software and peripherals to assure the smooth running of computer work stations and systems; respond to user requests for service; install, upgrade and update computer software and applications as needed.

Inspect, troubleshoot, diagnose and resolve hardware, software, peripheral and network system malfunctions; install, configure, maintain and repair various peripherals and network components such as printers, scanners, switches and cabling.

Perform a variety of network administration activities such as establishing and maintaining user accounts, passwords, e-mail accounts, internet connectivity, security applications and designated programs; troubleshoot and resolve e-mail and operating system malfunctions as needed.

Provide technical support to technology users concerning computer hardware and software issues and malfunctions; receive and respond to telephone calls and e-mails; provide general troubleshooting, determine type of request and diagnose and provide solutions.

Input and update a variety of data in designated computer systems as assigned; establish and maintain automated records and files; create queries, manipulate data and generate a variety of computerized reports as required.

Communicate with personnel and various outside agencies to exchange information and resolve issues or concerns; contact vendors to request information and solutions related to hardware and software problems and malfunctions.

Monitor, maintain and assure security of network servers as assigned; establish and maintain network and electrical connections; recover files for users as needed; prepare back-up data files in accordance with established procedures as required.

Prepare computer work stations for staff use as needed; configure hardware and software to assure proper computer operations and network connectivity; observe elements of computers and systems for evidence of

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incorrect performance and make adjustments as needed.

Operate a variety of computers, servers, peripherals and specialized software; utilize various hand tools, meters and testers as required.

Monitor inventory levels of computer supplies and equipment; assist with ordering, receiving, storing and maintaining inventory of supplies.

