



Santa Barbara Unified School District

720 Santa Barbara Street, Santa Barbara, CA 93101 Phone 805-963-4338, TDD 805-966-7734, Fax 805-965-9561
www.sbsdk12.org

Classified Job Description

Title: Computer Support Specialist I

Salary Schedule Range: 36

Purpose of Position: To provide entry-level technical support and troubleshooting in the day-to-day operation of microcomputers, terminals, workstations, iOS devices and related hardware.

Employment Status: Full-time

Location: District Administration, ITS

Essential Functions:

Assist in implementing and maintaining microcomputer applications in stand-alone or small local area network environments.

Perform preliminary diagnosis of hardware and software problems including, but not limited to, log-on errors, printer malfunctions, directory problems, or software/hardware incompatibility.

Assist users in general use of a variety of proprietary or mass market software applications.

Diagnose problems using basic diagnostic software and utility tools and by troubleshooting through a process of elimination.

Compose basic documentation of common user problems and resolutions.

Maintain inventory of computer equipment and peripheral devices.

Install and configure new microcomputers or iOS devices.

Operate a computer to input, retrieve, or verify a variety of data.

Perform related duties as assigned.

Maintain punctual and consistent attendance.

Working Conditions & Physical Demands:

Inside work with no exposure to weather conditions, some outside work with exposure to weather conditions, occasional use of ladders or step-stools.

Hearing and speaking to exchange information in person or on the telephone; seeing to read a variety of documents; dexterity of hands and fingers to operate office equipment; bending, stooping, reaching overhead and lifting up to 40 pounds.

Knowledge, Skills and Abilities:

Entry-level knowledge of troubleshooting procedures and practices, and industry standard diagnostic methods.

Basic understanding of PC and MAC operating systems and software applications.

Customer service skills, including tact and patience.

Develop and maintain productive working relationships with school site staff and District staff.

Telephone and e-mail etiquette.

Correct English usage, grammar, spelling, punctuation and business vocabulary.

Process a high-volume of work with accuracy.

Understand and follow verbal and written directions.

Meet schedules and timelines.

Work collaboratively with others.

Education, Training and Experience:

Any combination equivalent to graduation from high school and one (1) years' experience supporting MS Windows-based systems and Apple iOS products.

Additional Requirements:

Valid California Class C Driver's License

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2013