



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 II

Salary Schedule Range: 42

Purpose of Position: To provide technical support and troubleshooting in the day-to-day operation of stand-alone or local area network microcomputers, terminals, workstations, iOS devices and related hardware.

Employment Status: Full-time

Location: District Administration, ITS

Essential Functions:

Coordinate repair scheduling, service requests, and workstation configurations.

Carry out procedures for monitoring and prioritizing system and network usage.

Perform intermediate diagnostic tasks using tools and processes to determine source of problems; assist users with a variety of hardware devices and software applications.

Resolve routine problems and refer complex problems to senior IT staff.

Manage user accounts, security and workstation configurations.

Install, image and configure newly acquired PC's LAN workstations, iOS devices, tablets and other related hardware.

Maintain records on hardware and software configurations, network performance and configurations.

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:

Intermediate knowledge of troubleshooting procedures and practices, and industry standard diagnostic methods.

Understanding of PC and MAC operating systems and software applications.

Contemporary mass market software applications such as MS Office.

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.

Adaptability to changing priorities and workloads.

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 supplemented by an Associate's degree in computer science or closely related field, and one (1) years' experience supporting MS Windows-based systems and Apple iOS products.

Additional Requirements:

Valid California Class C Driver's License

Revised May
2013