Santa Barbara Unified School District

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www.sbsdk12.org

Excellence for All

Classified Job Description

Title: Senior Computer Support Specialist I

Salary Schedule Range: 58

Purpose of Position: To provide computer operations support within a complex computing environment consisting of hundreds of users and applications.

Employment Status: Full-time

Location: District Administration, ITS

Essential Functions:
Support multiple computer models from various manufacturers in classrooms, labs and administrative offices.

Perform complex network diagnostics using advanced tools and processes.

Operate, maintain and monitor hardware peripheral devices and supporting software tools.

Manage user accounts, security applications, and workstation configurations.

Provide guidance and support to IT staff involved in imaging and configuring newly acquired PC's, LAN workstations, iOS devices, tablets and other related hardware.

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

Establish requirements for multiple systems interfacing and transferring of files; coordinate implementation of requirements with management, technical staff and users.

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; some exposure to electrical power supplies.

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.

Knowledge, Skills and Abilities:
Advanced knowledge of troubleshooting procedures and practices, and industry standard diagnostic methods.

Intermediate knowledge of networking protocols, practices and equipment.

Understanding of PC and MAC operating systems and software applications in an education environment.

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:
Three (3) years of relevant work experience in a large IT environment, demonstrating continuous growth in progressively more complex technologies, and at least one (1) year of college-level coursework in Computer Science or Information Technology.

Additional Requirements:
Valid California Class C Driver's License

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