

**LIBERTY UNION HIGH SCHOOL DISTRICT**  
**TECHNOLOGY SUPPORT SPECIALIST**

**DEFINITION**

Under the supervision of the Technology Director and Network Administrator, performs a wide variety of maintenance and troubleshooting tasks, many of which require skilled analysis and problem solving. Within defined policies and procedures, performs specific tasks and related work as required.

**EXAMPLE OF DUTIES**

Sets up new workstations and printers. Resolves computer and peripheral problems on work-order databases. Configures new computers, diagnoses computer and network problems and maintains work-order databases. Minor system administration for current software systems including student data base program, i.e. changing passwords, checking on status of groups and rights, etc.

**QUALIFICATIONS**

**Knowledge of:**

- Scripting (i.e. VBS, BAT, Powershell Software deployment, for multiple unattended installs);
- Windows operating systems (i.e. Windows 7);
- Other network operating systems such as Windows Server 2008r2 and above;
- CISCO routers, switches, IDF's;
- Networking (i.e. IP configuration, IEEE standards, VLANs, CISCO equipment, terminating RJ45 cabling);
- Computer diagnostics and repairs.

**Ability to:**

- Script, (i.e. VBS, BAT, Powershell);
- Deploy software (i.e. MSI deployments for multiple unattended installs);
- Image computers for multiple computer installations (i.e. Windows SYSPREP, Dell KACE);
- Troubleshoot and resolve software and hardware problems;
- Set up computer workstations;
- Set up and configure software, printers, and miscellaneous peripherals;
- Maintain cooperative relationships with those contacted in the course of work;
- Work cooperatively with diverse individuals and as a member of a team;
- Communicate effectively verbally and in writing.

**Experience**

Preferably has experience in the business or educational arena setting up and troubleshooting PCs and Macintoshes in a networked environment.

**Education**

High school diploma and college credits in the technology field; preferably networking.

**License Requirement**

Possession of a valid California Driver's License.