



TEHAMA COUNTY DEPARTMENT OF EDUCATION JOB DESCRIPTION WORKSTATION SPECIALIST

DEFINITION:

Under general supervision of the Executive Director, Information Technology, this position will install and configure computer workstations/laptops/thin clients, etc., as well as, responsible for maintaining, monitoring, diagnosing and troubleshooting workstations, and peripheral hardware.

ESSENTIAL FUNCTIONS AND JOB DUTIES:

Any one position may not include all of the listed duties, nor do all of the listed examples include all tasks that may be found in positions within this classification.

- Install or repair Windows, Apple, or ChromeOS devices with standardized applications and operating systems, diagnosing and solving problems that develop in their operations.
- Setup and support labs, video conferencing sessions, etc. as needed, and in conjunction with Help Desk staff.
- Resolve device (workstations, laptop, iPacs, Chromebooks) communication problems to ensure customers and employees have access to Tehama County Office of Education resources and networks.
- Provide basic customer support for office software, including on-premise and remote diagnostics to resolve basic customer issues.
- Provide customer support through technical competence and effective communication skills in accordance with the county's policies and procedures.
- Ensure the support ticket and resolution for each customer clearly and effectively defines the support issue and the solution.
- Answer Help Desk telephones.
- Utilize multi-tasking and communication skills to simultaneously employ numerous resources to research and resolve issues in a timely manner.
- Effectively communicate technical problems, requirements, and results to team members, customers, and management.
- Provide specific feedback to improve products and processes to senior team members and/or management as directed.
- Provide basic web site maintenance and content updates.
- Respond to customer questions and explain the operation of basic software applications and hardware.
- Assist in the maintenance of standards and documentation.
- Perform other duties as required.
- Drive frequently for department business.

EDUCATION AND EXPERIENCE:

Any combination of education, training, and experience which demonstrates the ability to perform the duties and responsibilities as described.

- Bachelor's degree in Computer Science Management Information Systems preferred.
- Two (2) years' experience installing and supporting workstations.
- Current certification in one or more is preferred: MCITP, MCDST, A+.
- Valid California driver's license and evidence of insurance.

KNOWLEDGE OF:

- Concepts of data communication networks.
- Installation and configuration of devices and software.



Tehama County Department of Education
Job Description
Workstation Specialist

Official: ND
Effective: 03/29/19

ABILITY TO:

- Maintain confidentiality.
- Identify, research, and resolve technical problems using multiple resources (Internet, knowledge base, etc.).
- Demonstrate clear written communication skills and clearly document symptoms, troubleshooting steps, and compose professionally written emails.
- Demonstrate customer service skills defined as the ability to probe and identify customer need, inform the customer through the support process, quickly resolve customer issues, and empathize and / or diffuse issues.
- Follow verbal and written plans and technical instructions with minimal supervision and guidance.
- Prioritize projects and services to minimize user interruptions and down time.
- Identify probable causes of applications, network access and resolve them in a timely manner, or escalate to senior staff.
- Employ a customer service approach and present information about technical issues clearly, both verbally and in writing.
- Ability to meet the County's service level agreements with a high level of customer satisfaction.
- Build and maintain credibility with office staff and constituents.
- Contribute to a strong team environment by upholding high work standards.
- Contribute to ongoing initiatives to improve service levels.
- Practice good work habits by daily management of work queue and service requests and effective communication with help desk.

PHYSICAL DEMANDS:

The physical requirements indicated below are examples of the physical aspects that this position classification must perform in carrying out essential job functions.

- Persons performing service in this position classification will exert 25 to 30 pounds of force frequently to lift, carry, push, pull, or otherwise move objects. This type of work involves sitting, standing, and walking frequently.
- Perceiving the nature of sound, near and far vision, depth perception, providing oral information, the manual dexterity to operate business related equipment, and handle and work with various materials and objects are important aspects of this job.

Reasonable accommodation may be made to enable a person with a disability to perform the essential functions of the job.

TERMS OF EMPLOYMENT:

Salary and work year to be established by County Superintendent.

HRS Office Use Only

Created: January 31, 2014 Revised: March 29, 2019

APPROVED

Print Name: Noelle DeBortoli Title: Executive Director, Human Resource Services

Signature: Noelle DeBortoli

Date: March 29, 2019