ACCEPTING APPLICATIONS FOR A PROMOTIONAL/OPEN
Exam
TECHNOLOGY TECHNICIAN

Unit:	CSEA					
Classification Hours/Months:	8 hours / 12 months					
Current Vacancies:	1					
Recruitment Type:	Promotional / Open					
Monthly Salary:	**Step A**	**Step B**	**Step C**	**Step D**	**Step E**	**Step F**
(CSEA Range 139)	$4,831.51	$5,076.11	$5,333.09	$5,603.08	$5,886.73	$6,184.75

<u>Promotional/Open</u> * The promotional group as well as the general public may apply. The promotional side of the eligibility list shall take precedence when certifying eligibles.

APPLICATION, RESUME & SUPPLEMENTAL QUESTIONS - DEADLINE TO SUBMIT BY: Wednesday, November 7, 2018, by 4:30 PM. Please obtain information and apply online at www.Edjoin.org or visit the AUSD Classified Human Resources Office at the address listed above. You may also download an application and information at www.Antiochschools.net. **INCOMPLETE APPLICATIONS, including any blank fields WILL NOT BE ACCEPTED.** A resume is required to further describe your qualifications. Any request for reasonable accommodations must be submitted along with your application packet.

<u>Examinations: Written and Oral</u>: **The selection process will consist of an application packet pass/fail screening and scoring. Incomplete applications including missing documents will be screened out prior to competitive screening. A written/performance exam (weighted 40%) and an oral interview exam (weighted 60%) will be conducted.** A passing score must be achieved on each portion of the exams. Final selection will be made from those who achieve the three highest ranking scores.

<u>Exam Dates</u>: To be determined. If your application is accepted to move forward with the examination process, you will be notified via email and U. S. mail of the date, time and location.

<u>Basic Function</u>: Under the direction of the Manager Technology, perform a variety of technical duties involved in the installation, configuration, maintenance, troubleshooting, diagnosis and repair of computer hardware, software, peripherals and network systems.

<u>Knowledge Of</u>: Practices, procedures and techniques involved in the installation, configuration, maintenance, troubleshooting, diagnosis and repair of computer hardware, software, peripherals and network systems; Computer hardware systems and software applications utilized by the District; Principles, methods and procedures of operating computers and peripheral equipment; Database structures, on-line applications and system capabilities of District computer systems; Materials, methods and tools used in the operation and repair of computer and network systems; General principles, practices, procedures and equipment involved in network administration; Manual instructions, sufficient to enable quick and accurate diagnosis of difficulties; Oral and written communication skills; Interpersonal skills using tact, patience and courtesy; Technical aspects of field of specialty; Record-keeping techniques.

<u>Ability To</u>: Install, configure, modify and maintain computer hardware, software, peripherals and network systems to assure the smooth running of computer work stations; Investigate, troubleshoot, diagnose and repair hardware, software and network malfunctions; Install, upgrade and configure various software and applications; Operate computers and peripheral equipment properly and efficiently; Meet schedules and time lines; Maintain routine records related to work performed; Understand and follow oral and written instructions; Work independently with little direction; Maintain current knowledge of technological advances in the field; Communicate effectively orally and in writing; Establish and maintain cooperative and effective working relationships with others. Use assigned software at a proficient level.

The Antioch Unified School District (AUSD) is committed to ensuring equal, fair, and meaningful access to employment and education services. AUSD prohibits discrimination, intimidation, harassment, and bullying in any employment practice, education program, or educational activity on the basis of actual or perceived age, ancestry, color, disability, ethnicity, gender, gender identity or expression, genetic information, marital or parental status, medical condition, national origin, political affiliation, pregnancy and related conditions, race, religion, retaliation, sex (including sexual harassment), sexual orientation, Vietnam Era Veterans' status, or association with a person or group with one or more of these actual or perceived characteristics or any other basis prohibited by California state and federal nondiscrimination laws respectively. Not all bases of discrimination will apply to both education services and employment. Inquiries regarding nondiscrimination and civil rights should be directed to the District's Title IX Coordinator: Christine Ibarra, Associate Superintendent, Educational Services, 510 G Street, Antioch, CA 94509, 925-779-7500

ADDITIONAL INFORMATION FOR APPLICANTS

MERIT SYSTEM: The Merit System Law as prescribed by the State Education Code, governs all classified (non teaching) employees. This means that employees are selected on the basis of merit and fitness; that there is no discrimination because of race, color, national origin, sex, sexual orientation, religious or political affiliations, marital status, age, mental or physical disability; and that vacancies are filled by promotion whenever possible.

SELECTION PROCESS: Applicants who possess the minimum qualifications must complete and submit an official application by the Final Filing Date. Exams may consist of written, performance, or oral processes or other tests determined by the Personnel Commission Office. Candidates who attain a passing score on each part of the exam will be placed in rank order on the eligibility list based on their final scores.

REASONABLE ACCOMMODATION: Applicants who need reasonable accommodation to take any examination should inform the Classified Human Resources Office upon submitting any application. AND: In compliance with the Americans with Disabilities Act, the District will provide reasonable accommodations to qualified individuals with disabilities. AUSD encourages both incumbents and individuals who have been offered employment to discuss potential accommodations with the employer.

ELIGIBILITY AND APPOINTMENTS: Once an applicant is placed on the eligibility list, the persons in the three highest ranks are certified to each vacancy. The department with the current vacancy may appoint any of these eligibles. Those not selected will have their names returned to the eligibility list, and may be certified to the next vacancy. Eligibility lists typically are in effect for one year and may be extended by the Personnel Commission.

HEALTH AND CHARACTER INVESTIGATION: Candidates selected for appointment must have a tuberculosis clearance and fingerprint clearance completed prior to reporting to work. All convictions must be declared upon application for employment.

VETERANS PREFERENCE: Proof of veteran status must be presented prior to the date of the written examination, and will be evaluated for veteran preference points.

PROMOTIONAL OPPORTUNITIES: A permanent employee of the District who attains a passing score on an open or promotional examination will be given seniority credit in the amount of one half point for each year of service, not to exceed a total of six points.

SALARIES: All salaries as stated are based on present information and are subject to change. Appointments are usually made at the minimum salary, but placement on the salary range may be based on evaluation of experience. Increases are granted at intervals based on satisfactory service. Longevity and Professional Growth Stipends are available. Employees are paid on the last working day of the month.

CSEA UNION MEMBERSHIP: New non-management classified employees are required to either join the Chapter 85 California School Employees Association or pay the Chapter a service fee as provided for in the contract agreement between CSEA and the District. One and a half percent of the annual salary will be deducted from paycheck for dues for 10 months.

EMPLOYEE BENEFITS AND WORKING CONDITIONS

VACATION: 10 days to 25 days vacation each year prorated. **SICK LEAVE:** 10-12 days per year prorated.
HOLIDAYS: 16 or 17 holidays per year. (See AUSD/CSEA contract regarding student monitor benefit)

HEALTH BENEFITS: The District contributes for group medical, dental, vision and prescription plans for those employees working over 20 hours per week, depending upon plan selected.

RETIREMENT PLAN: Employees contribute to the Public Employees Retirement System and to Social Security. Prior to vestment, the employee may withdraw their PERS retirement contributions in full with interest upon leaving District service.

STATE DISABILITY: AUSD does not contribute into State Disability. Long term disability insurance can be purchased individually.

This information is based on present information and is subject to change.

ANTIOCH UNIFIED SCHOOL DISTRICT JOB HOTLINE: (925) 779-7500 Ext. 55400

Technology Technician

INFORMATION AND INSTRUCTIONS

The first part of the selection process for the Technology Technician will be a competitive evaluation. The information you provide on the general and supplemental applications will be used to evaluate your overall qualifications for this position. Based on the results of this evaluation process of Pass/Fail, candidates will be invited to participate in other examination segments of the selection process. Vague and incomplete answers will not score well.

The supplemental application requires you to describe your training and experience that qualify you for this position. You are to provide explicit, but concise, statements in response to each question. Vague or incomplete answers will not score well. It is your responsibility to assure that information you deem important to your candidacy is included in your responses.

Resumes or referral to a resume in lieu of a response on an application ARE NOT ACCEPTABLE. Applicants submitting illegible or incomplete applications will be disqualified from consideration. Respond honestly and truthfully to all questions. Over-evaluating your skill level is considered providing false and/or misleading information. The statements you make on this form are subject to verification. Applicants found to have provided false or misleading information of their skills will be disqualified from further employment processing.

A: MS Excel:
- [ ] No Proficiency: No knowledge or ability.
- [ ] Basic Proficiency: Some knowledge and ability based on limited training or experience.
- [ ] Intermediate: Knowledge and ability based on beyond basic training and experience.
- [ ] Expert Proficiency: Thorough knowledge and the ability to apply it in practical applications.

B: MS Word:
- [ ] No Proficiency: No knowledge or ability.
- [ ] Basic Proficiency: Some knowledge and ability based on limited training or experience.
- [ ] Intermediate: Knowledge and ability based on beyond basic training and experience.
- [ ] Expert Proficiency: Thorough knowledge and the ability to apply it in practical applications.

C: MS Access:
- [ ] No Proficiency: No knowledge or ability.
- [ ] Basic Proficiency: Some knowledge and ability based on limited training or experience.
- [ ] Intermediate: Knowledge and ability based on beyond basic training and experience.
- [ ] Expert Proficiency: Thorough knowledge and the ability to apply it in practical applications

D: MS Outlook:
- [ ] No Proficiency: No knowledge or ability.
- [ ] Basic Proficiency: Some knowledge and ability based on limited training or experience.
- [ ] Intermediate: Knowledge and ability based on beyond basic training and experience.
- [ ] Expert Proficiency: Thorough knowledge and the ability to apply it in practical applications.

E: Apple Operating System:
- [ ] No Proficiency: No knowledge or ability.
- [ ] Basic Proficiency: Some knowledge and ability based on limited training or experience.
- [ ] Intermediate: Knowledge and ability based on beyond basic training and experience.
- [ ] Expert Proficiency: Thorough knowledge and the ability to apply it in practical applications.

F: Window Operating System:
- [ ] No Proficiency: No knowledge or ability.
- [ ] Basic Proficiency: Some knowledge and ability based on limited training or experience.
- [ ] Intermediate: Knowledge and ability based on beyond basic training and experience.
- [ ] Expert Proficiency: Thorough knowledge and the ability to apply it in practical applications.

1. Describe your three years of experience involving the installation, maintenance and repair of computer hardware, software and peripherals:

_____

_____

_____

_____

2. LICENSE: Do you possess a valid California Class C driver's license?
   - ❏ Yes
   - ❏ No

3. List your college level course work in computer science or related to this classification:

_____

_____

_____

1. Operating system software (event log monitor; operating system monitoring; personal computer diagnostic; e.g. MS Windows Pre-installation Environment)::

❏ No Proficiency:	❏ Basic Proficiency:	❏ Expert Proficiency:
No knowledge or ability	Some knowledge and ability based on limited training or experience	Thorough knowledge and the ability to apply it in practical applications

2. Database user interface and query software (software asset management/SAM):.

❏ No Proficiency:	❏ Basic Proficiency:	❏ Expert Proficiency:
No knowledge or ability	Some knowledge and ability based on limited training or experience	Thorough knowledge and the ability to apply it in practical applications

3. Desktop communications; remote control software (e.g. Logmeln, Remote Desktop, Symantec pcAnywhere):

❏ No Proficiency:	❏ Basic Proficiency:	❏ Expert Proficiency:
No knowledge or ability	Some knowledge and ability based on limited training or experience	Thorough knowledge and the ability to apply it in practical applications

4. Configuration management software (automated installation; configuration mgmt.; deployment; patch mgmt)::

❏ No Proficiency:	❏ Basic Proficiency:	❏ Expert Proficiency:
No knowledge or ability	Some knowledge and ability based on limited training or experience	Thorough knowledge and the ability to apply it in practical applications

5. Transaction security and virus protection software (encryption; virus scanning):

❏ No Proficiency:	❏ Basic Proficiency:	❏ Expert Proficiency:
No knowledge or ability	Some knowledge and ability based on limited training or experience	Thorough knowledge and the ability to apply it in practical applications

6. Installation of software and hardware (i.e. computers, programs, networks, and associated peripherals):

❏ No Proficiency:	❏ Basic Proficiency:	❏ Expert Proficiency:
No knowledge or ability	Some knowledge and ability based on limited training or experience	Thorough knowledge and the ability to apply it in practical applications

7. Conducting computer diagnostics to identify, investigate and resolve problems and to provide technical assistance and support:

❏ No Proficiency:	❏ Basic Proficiency:	❏ Expert Proficiency:
No knowledge or ability	Some knowledge and ability based on limited training or experience	Thorough knowledge and the ability to apply it in practical applications

8. Reading technical manuals to identify, investigate and resolve problems and to provide technical assistance and support:

❑ No Proficiency:
No knowledge or ability

❑ Basic Proficiency:
Some knowledge and ability based on limited training or experience

❑ Expert Proficiency:
Thorough knowledge and the ability to apply it in practical applications

9. Identifying and solving problems with computer hardware, software and networks:

❑ No Proficiency:
No knowledge or ability

❑ Basic Proficiency:
Some knowledge and ability based on limited training or experience

❑ Expert Proficiency:
Thorough knowledge and the ability to apply it in practical applications

10. Keeping accurate records of daily data communication transactions, problems and remedial actions taken, and writing reports:

❑ No Proficiency:
No knowledge or ability

❑ Basic Proficiency:
Some knowledge and ability based on limited training or experience

❑ Expert Proficiency:
Thorough knowledge and the ability to apply it in practical applications

ACKNOWLEDGEMENT: I certify that all my statements in this supplemental application are true and complete, and that if I have made any false statements, I may be disqualified or dismissed.

Signature: _____   Date: _____

CLASS TITLE: TECHNOLOGY TECHNICIAN

BASIC FUNCTION:

Under the direction of the Manager Technology or its designee, perform a variety of technical duties involved in the installation, configuration, maintenance, troubleshooting, diagnosis and repair of computer hardware, software, peripherals and network systems.

REPRESENTATIVE DUTIES:

ESSENTIAL DUTIES:
Install, configure, modify and maintain computer hardware, software and peripherals to assure the smooth running of computer work stations and systems; respond to work orders; configure hardware and software to assure proper computer operations and network connectivity.

Inspect, troubleshoot, diagnose and resolve hardware, software, application, peripheral and network system malfunctions; install, configure, maintain and repair a variety of peripherals and network components such as servers, cabling, modems, scanners and printers as required.

Prepare computer equipment for staff use; install software and hardware and observe elements of the computer for evidence of incorrect performance; connect work stations to network server and assure access to system information and files; upgrade and update computer software and applications.

Provide technical training and assistance to District personnel concerning the operation of computer hardware, software and peripherals as assigned; respond to inquiries and provide detailed and technical information concerning related practices, procedures, applications and malfunctions.

Operate a variety of computers, servers, peripherals and specialized software; utilize various hand tools and testers; drive a vehicle to conduct work.

Communicate with personnel and various outside agencies to exchange information, coordinate activities and resolve issues or concerns.

Maintain a variety of records related to work orders, inventory, mileage and assigned activities.

Assist with the design, development and administration of networks as directed.

Maintain current knowledge of technological advances in computer hardware, software and networks.

Monitor inventory levels of computer supplies and equipment as assigned; assist with ordering, receiving and maintaining adequate inventory of supplies; research parts and supplies as needed; recommend computer hardware and software purchases as appropriate.

OTHER DUTIES:
Perform related duties as assigned.

KNOWLEDGE AND ABILITIES:

KNOWLEDGE OF:
Practices, procedures and techniques involved in the installation, configuration, maintenance, troubleshooting, diagnosis and repair of computer hardware, software, peripherals and network systems.
Computer hardware systems and software applications utilized by the District.
Principles, methods and procedures of operating computers and peripheral equipment.
Database structures, on-line applications and system capabilities of District computer systems.
Materials, methods and tools used in the operation and repair of computer and network systems.
General principles, practices, procedures and equipment involved in network administration.
Manual instructions, sufficient to enable quick and accurate diagnosis of difficulties.
Oral and written communication skills.
Interpersonal skills using tact, patience and courtesy.
Technical aspects of field of specialty.
Record-keeping techniques.

ABILITY TO:
Install, configure, modify and maintain computer hardware, software, peripherals and network systems to assure the smooth running of computer work stations.
Investigate, troubleshoot, diagnose and repair hardware, software and network malfunctions.
Install, upgrade and configure various software and applications.
Operate computers and peripheral equipment properly and efficiently.
Meet schedules and time lines.
Maintain routine records related to work performed.
Understand and follow oral and written instructions.
Work independently with little direction.
Maintain current knowledge of technological advances in the field.
Communicate effectively orally and in writing.
Establish and maintain cooperative and effective working relationships with others.
Use assigned software at a proficient level.
Maintain consistent, punctual and regular attendance.

EDUCATION AND EXPERIENCE:

Any combination equivalent to: graduation from high school supplemented by college-level course work in computer science or related field and three years experience involving the installation, maintenance and repair of computer hardware, software and peripherals.

LICENSES AND OTHER REQUIREMENTS:

Valid California driver's license.

WORKING CONDITIONS:

ENVIRONMENT:
Office environment.
Driving a vehicle to conduct work.

PHYSICAL DEMANDS:
Dexterity of hands and fingers to operate a computer keyboard.
Hearing and speaking to exchange information.
Seeing to view a computer monitor and read a variety of materials.
Sitting or standing for extended periods of time.
Lifting, carrying, pushing or pulling moderately heavy objects as assigned by the position
Bending at the waist, kneeling or crouching.
Reaching overhead, above the shoulders and horizontally.