

**MENDOCINO UNIFIED SCHOOL DISTRICT**  
**Classified Job Description**

**CLASS TITLE:**  
**MCN Field Tech Support**

**RANGE: 43**

**Duty Days 12 month**

**BASIC FUNCTION:**

Under minimal supervision of MCN manager performs general technical support, installs and maintains customer equipment and wiring as well as assisting network administrators in deploying MCN infrastructure.

**REPRESENTATIVE DUTIES:**

- Act as point of contact for customer technical support
- Create and maintain web-based technical support information
- Ensure that customer materials are clear, accurate and easily understood
- Performs all aspects of installing, repairing, disconnecting, modifying, upgrading and downgrading of customer service offerings, including CPE and inside wiring
- Work with Network Administration team, vendors and other support personnel
- Assist in maintaining a clean orderly environment
- Performs work in buildings, attics, basements and crawl spaces, involving kneeling, stooping, bending, crouching, crawling or other uncomfortable positions
- Serve as an on-call employee in case of customer after hour emergencies
- Travel to customer locations in employee vehicle or in company vehicle when available
- As time allows, setup a variety of customer services, including but not limited to email accounts, list servers, web sites and FTP accounts and DNS
- Perform related duties as assigned

**KNOWLEDGE AND ABILITIES:**

**KNOWLEDGE OF:**

A variety of operating systems currently in use  
Resources for information about computer problems and troubleshooting  
Interpersonal skills using tact, patience and courtesy even when under pressure  
Internet security software, including anti-virus, anti-spy ware and firewall applications  
Configuration of home routers and related network equipment  
When to ask for help or guidance  
Use of spreadsheets, databases, e-mail programs and word processing documents  
Use of Mounting tools and hardware  
Wiring of telephone, Ethernet and coaxial cables  
Effective verbal and written communication skills

**ABILITY TO:**

Use computer spread sheet and database  
Troubleshoot current operating systems as they relate to MCN services  
Troubleshoot customer connectivity problems

Troubleshoot popular Internet security software, including anti-virus, anti- spy ware and firewall applications

Remember details and listen carefully

Communicate effectively both orally and in writing

Communicate effectively with the public in a pleasant and positive manner

Maintain calm and pleasant manner under pressure from large numbers of diverse people and situations

Establish and maintain cooperative and effective working relationships with others

Combine a facilitative, helpful style with an orderly and systematic procedure

Self-supervise and regulate job priorities

Work with hand tools

Work outdoors in all kinds of weather

Extended sitting

Lift up to 50 lbs

Travel to customer premise

Previous experience with DSL, telecommunications, fiber and preferred

#### **EDUCATION AND EXPERIENCE**

High School Diploma or its equivalent supplemented by sufficient training and experience to demonstrate the knowledge and abilities listed above. Customer service experience is desirable.

#### **LICENSES AND OTHER REQUIREMENTS:**

Fingerprint clearance for the Department of Justice

Valid California Driver's License

Minimum California Insurance

Clean DMV Record

#### **WORKING CONDITIONS:**

Busy office environment, driving and working outside.