CLASS TITLE: SENIOR INFORMATION TECHNOLOGY SUPPORT SPECIALIST

BASIC FUNCTION:

Under the direction of the Information Technology Support Supervisor or Information Systems Supervisor, provide technical guidance and network support to school sites and district personnel in coordination with site technicians and other IT personnel; assist in planning, organizing, developing and implementing technology support to schools in a variety of areas related to IT initiatives.

REPRESENTATIVE DUTIES:

ESSENTIAL DUTIES:
Work with school sites and departments to design hardware and software solutions for classroom and support staff needs.

Troubleshoot network systems, identify problems and arrange for solutions.

Assist in developing short and long-term plans for increasing higher levels of support and service in furtherance of the district's technology plan.

Assist in managing special projects involving technology.

Serve on district-wide committees and panels.

Schedule and prioritize urgent and routine repair work.

Provide technical expertise and perform the more technically difficult work.

Provide mentoring and leadership to other team members requiring guidance.

Assign tasks to other team members to complete duties.

Install, configure, troubleshoot and repair a variety of complex equipment in a multi-vendor environment, including Windows and Macintosh computers, monitors, servers, printers, scanners, data projectors, and other related peripheral equipment.

Assist in troubleshooting and diagnosing network and equipment problems, installation and configuration of switches, routers, hubs and other network hardware.

Maintain and support structured cabling systems and standards, including fiber backbone and distributed wiring closets.

Perform routine preventative maintenance on hardware, software, peripherals and network equipment.

Perform a variety of maintenance tasks; set up and maintain servers; establish and maintain user

accounts, passwords, e-mail accounts, internet connectivity, back-ups, user home directories and designated programs and systems.

Assist in the support of microcomputer applications software, network operating systems, and provide assistance to user staff on the use of new administrative support systems.

Prepare and maintain records and reports related to assigned activities; prepare time and material cost estimates as needed.

Provide training and assistance to system users concerning computer operations, software applications and malfunctions.

Operate a variety of technical equipment including testers, meters and various hand and power tools.

Communicate with various site personnel to coordinate activities, exchange information and resolve issues and concerns.

Drive a vehicle to various sites to conduct work and transport equipment for repair.

OTHER DUTIES:
Perform related duties as assigned.

KNOWLEDGE AND ABILITIES:

KNOWLEDGE OF:
In-depth comprehension of all aspects of installation, configuration, maintenance, diagnosis, troubleshooting and repairing of technology hardware and software.
Comprehension of current and forthcoming technology and how to blend the new technologies into the current infrastructure.
Management and maintenance of multiple computer operating systems.
Coordination of large scale deployments of hardware and/or software.
Extensive hardware and software applications, including Windows-based and Macintosh hardware systems, components and operating systems.
Correct English usage, grammar, spelling, punctuation and vocabulary.
Interpersonal skills using tact, patience and courtesy.
Technical aspects of field of specialty.
Configuration/installation of network hardware and software for microcomputers.

ABILITY TO:
Communicate effectively, both orally and in writing, with a diverse group of people
Analyze requirements and develop and recommend solutions
Troubleshoot complex issues and determine appropriate plans of action.
Perform technical work in the installation, operation, maintenance, diagnosis of Windows and Macintosh computers and related peripheral equipment.
Analyze, define and correct hardware problems in a multi-vendor environment.
Prepare and maintain records.
Troubleshoot and resolve computer problems in a timely manner and efficient manner.
Operate and properly care for tools, equipment and materials used in the diagnosis and installation of

district owned equipment.
Understand and follow oral and written instructions.
Communicate effectively both orally and in writing.
Establish and maintain cooperative and effective working relationships with others.
Plan and organize work.
Meet schedules and time lines.
Work independently and as a member of a team.
Maintain current knowledge of technological advances in the field.

EDUCATION AND EXPERIENCE:

Any combination equivalent to: graduation from high school supplemented by college-level course work in computer science, information systems, or other related field and five years of increasingly responsible experience implementing and maintaining information systems, working as an IT Support Technician or Network Support Specialist supporting multiple sites with a variety of computer equipment, operating systems, and applications software in a multi-vendor environment. Completion of industry specific certifications preferred.

LICENSES AND OTHER REQUIREMENTS:

Valid California Class C driver's license.
WORKING CONDITIONS:

ENVIRONMENT:
Indoor environment
Driving a vehicle to conduct work

PHYSICAL DEMANDS:
Seeing to read a variety of materials and view a computer monitor
Hearing and speaking to exchange information
Sitting or standing for extended periods of time
Bending at the waist, kneeling or crouching
Lifting, carrying, pushing or pulling heavy objects
Reaching overhead, horizontally and above the shoulder to install cables and wires.
Climbing ladders

Office-Technical Job Description   Salary Grade 75
Adopted by 12/9/2013