

SENIOR INFORMATION TECHNOLOGY SUPPORT SPECIALIST

Purpose Statement

Under the direction of an assigned manager and/or supervisor, provides technical guidance and network support to school sites and district personnel in coordination with site technicians and other IT personnel; assists in planning, organizing, developing and implementing technology support to schools and the District office.

Essential Functions

- Works with school sites and departments to design hardware and software solutions (to include support staff needs) for classroom and district departments.
- Troubleshoots network systems, identifies problems and coordinates/implements solutions.
- Assists in developing short and long-term plans for increasing higher levels of support, district wide.
- Assists in managing special technology projects involving technology, as assigned.
- Serves on district-wide committees and panels.
- Schedules and prioritizes urgent and routine repair work.
- Provides technical expertise and support on complex support requests.
- Provides mentoring and leadership to other team members requiring guidance, as assigned.
- Assigns tasks to other team members to complete duties and/or technology projects.
- Installs, configures, troubleshoots and repairs a variety of complex equipment.
- Assists in troubleshooting and diagnosing network and equipment problems, installation and configuration network equipment, as directed.
- Maintains first level analysis and troubleshooting of network connectivity issues.
- Performs routine preventative maintenance on hardware, software, peripherals and network equipment.
- Performs a variety of maintenance tasks; sets up and maintains servers; establishes and maintains user accounts, passwords, e-mail accounts, internet connectivity, back-ups, user home directories and designated programs and systems.
- Assists in the support of microcomputer applications software and network operating systems, and provides assistance to user staff on the use of new administrative support systems.
- Prepares and maintains records and reports related to assigned activities; prepares time and material cost estimates as needed.
- Provides technical training and assistance to system users and staff.
- Operates a variety of technical equipment including testers, meters and various hand and power tools.
- Communicates with various site personnel to coordinate activities, exchange information and resolve issues and concerns.
- Communicates new technologies and information to technical staff; serves as department liaison with school's sites and District resources on technical issues.
- Assists in conducting meetings and creating meeting agendas as needed.
- Assists with help desk calls and escalates issues to the appropriate technical staff as needed.

Other Functions

- Performs related duties as assigned.

Job Requirements: Minimum Qualifications**Skills, Knowledge and Abilities**

SKILLS are required to perform multiple, complex, technical tasks with a need to occasionally upgrade skills in order to meet changing job conditions. Specific skills required to satisfactorily perform the functions of the job include: analyzing system and network issues; managing plans and projects; interpretation of technical and complex materials required for the position; planning and organizing tasks and deadlines; preparing and maintaining accurate records.

KNOWLEDGE is required to perform advanced math; review and interpret complex materials; and analyze situations to define issues and draw conclusions. Specific knowledge required to satisfactorily perform the functions of the job include: in-depth comprehension of all aspects of installation, configuration, maintenance, diagnosis, troubleshooting and repairing 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 Apple hardware systems, components and operation systems; configuration/installation of network hardware and software for microcomputers.

ABILITY is required to gather, collate, and/or classify data; and use job-related equipment. Flexibility is required to independently work with others in a wide variety of circumstances; analyze data utilizing defined but different processes; and operate equipment using a variety of standardized methods. Ability is also required to work with a significant diversity of individuals and/or groups; work with data of widely varied types and/or purposes; and utilize a variety of job-related equipment. In working with others, independent problem solving is required to analyze issues and create action plans. Problem solving with data requires analysis based on organizational objectives; and problem solving with equipment is significant. Specific abilities required to satisfactorily perform the functions of the job include: adapting to changing work priorities; communicating with diverse groups; maintaining confidentiality; meeting deadlines and schedules; setting priorities; working as part of a team; working with detailed information/data; analyzing requirements and recommending solutions; troubleshooting complex applications and determining appropriate corrective action.

Working Environment

The work environment characteristics are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform essential functions. The usual and customary methods of performing the job's functions require the following physical demands: standing; walking; sitting; using hands to finger, handle or feel objects, tools or controls; reach with hands and arms; bend; stoop; kneel; crouch; climb; talk and hear. The employee must lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision and distance vision. The noise level in the work environment is usually moderate.

Education/Experience

Any combination equivalent to a Bachelor's degree from an accredited college or university with major coursework in computer science or business with emphasis in information technology and five (5) years of increasingly responsible experience implementing and maintaining information systems, supporting multiple sites with a variety of computer equipment, operating systems, and applications software in a multi-vendor environment.

Required Testing

None Specified

Certificates & Licenses

CompTia A+

CompTia N+ or CCNA

MCSE (Desktop and/or Applications)

Valid California Driver's License

Continuing Educ./Training

None Specified

Clearances

Pre-placement Physical Exam; TB Clearance; and
Criminal Justice Fingerprint/Background Clearance.

Sweetwater Union High School District programs and activities shall be free from discrimination based on age, gender, gender identity or expression, or genetic information, sex, race, color, religion, ancestry, national origin, ethnic group identification, marital or parental status, physical or mental disability, sexual orientation; the perception of one or more of such characteristics; or association with a person group with one or more of these actual or perceived characteristics." SUHSD Board Policy 0410