BUENA PARK SCHOOL DISTRICT

INFORMATION TECHNOLOGY SPECIALIST

DEFINITION:

Under the general supervision of Chief Technology Officer, provides technical support for users of District technology systems; assists sites with help desk issues; supports district mobile devices and manages, the district Mobile Device Manager, Active Directory, official cloud based office tools, and email system; interprets and explains software and hardware features for users; performs a variety of duties related to the installation, configuration, and maintenance of computers, servers, network systems, mobile devices, software, accessories, and peripherals.

EXAMPLES OF DUTIES

- Provides technical support services for users of District systems.
- Deploys, troubleshoots, and maintains technology hardware, software, mobile devices, servers, network hardware, printers, accessories, and peripherals while ensuring proper network connectivity.
- Performs a variety of duties in the setup, repair, and maintenance of computers, laptops, tablets, servers, accessories, and peripherals including installation and configuration of operating systems and software, basic hardware repairs and upgrades, preventative maintenance, and installation of updates.
- Manages, supports and troubleshoots the Mobile Device Management system.
- Manages, supports and troubleshoots the Exchange email system.
- Manages, supports and troubleshoots Active Directory.
- Manages, supports and troubleshoots Office 365 and Azure.
- Prioritizes, responds to, and resolves help desk issues.
- Provides second level support to site technicians.
- Maintains and tracks inventory of hardware and software according to established procedures.
- Maintains strong analytical and troubleshooting skills in various areas of hardware, software, and networking.
- Maintains current knowledge of operating systems and software; maintains current understanding of District network protocols.
- Communicates with site staff to troubleshoot and resolve technology issues; communicates with various internal and external contacts including vendors to exchange information, coordinate activities and resolve issues or concerns.
- Prepares and maintains a variety of records and reports, including technical documentation, related to assigned activities; updates inventory records as needed.
- Ensures optimum system performance by planning for replacements or upgrades of equipment, determining specifications and requirements, and recommending District standards for hardware and software purchases.
- Researches and obtains price quotes from vendors as assigned.
- Troubleshoots network issues and assists with administering local area networks.
- Installs, maintains and documents hardware, software and operating systems.
- Assists with user account issues, including passwords, permissions, and file access.
- Applies District security policies to secure computers and the network from viruses, malware, and intrusion.
- Assists with the installation of network equipment; maintains network connections and other cabling as needed.
- Attends and participates in related meetings and in-service trainings.
- Serves as a technical resource and provides training for District staff in the use of technology as needed.
- Provide assistance with District technology initiatives as needed.
- Operates a variety of office and technology support equipment including various hand tools, a computer and assigned software; drives a vehicle to conduct work.

QUALIFICATIONS

Knowledge of:
- Materials, methods and tools used in the setup, operation and repair of computer systems and applications.
- Computer hardware, networking, peripheral equipment, and software applications.
- Hardware and software installation.
- Technical aspects of computer training and support.
- Record-keeping and report preparation techniques.
- Customer service and online issue tracking.
- Oral and written communication skills.
- Modern office practices, procedures and equipment.

Ability to:
- Install, troubleshoot and perform maintenance on computers as appropriate.
- Describe technical issues to coworkers and end users.
- Understand and follow oral and written instructions.
- Communicate effectively both orally and in writing.
- Establish and maintain cooperative and effective working relationships with others.
- Specify, install, maintain, and document hardware, software, and peripherals.
- Implement systems to protect device, network, and data security.
- Serve as a technical resource to personnel and provide training when necessary.
- Operate a computer and related equipment.

EDUCATION/EXPERIENCE:
Any combination equivalent to: graduation from high school and college level course work in computer science or a related field. Two years of experience in the information technology field.

LICENSES AND OTHER REQUIREMENTS:
- Valid California Class C driver license.

PHYSICAL DEMANDS:
The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.
- Sitting, standing and walking for extended periods of time.
- Dexterity of hands and fingers to operate a computer keyboard and assigned equipment.
- Hearing and speaking to exchange information.
- Reaching overhead, above shoulders and horizontally.
- Seeing to view a computer monitor.
- Climbing ladders.
- Lifting, carrying, pushing or pulling objects up to 25 pounds.
- Bending at the waist, kneeling or crouching.

WORK ENVIRONMENT:
Indoor/Office and school environment. Driving a vehicle to conduct work. Constant interruptions. Working at heights. The work environment characteristics described here 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 the essential functions. The noise level in the work environment is usually moderate.

10/2017