TRACY UNIFIED SCHOOL DISTRICT JOB DESCRIPTION

POSITION TITLE: ISET Technician Level III

DEPARTMENT/DIVISION: Information Services and Educational Technology

POSITION SUMMARY:
Under general supervision of the Director of Information Services and Educational Technology provides technical expertise for monitoring and maintaining effective systems, applications, databases, servers and other equipment on enterprise data, voice and video networks; participates in evaluations of new information technologies solutions and services for instructional and administrative functions; maintains network security and data backup and recovery operations; provides technical documentation of operating procedures, databases, and network systems configurations; and provides user support through help desk, on site assistance, and training classes. This is a 12 month position.

ESSENTIAL FUNCTIONS:
1. Installs, configures, modifies, updates, tests, deploys, monitors, and maintains District network systems, servers, applications, services and equipment that support enterprise data, voice and video communications. These include, but are not limited to: Microsoft Exchange, SharePoint, SCCM, DPM, Active Directory, and server virtualization, internet services such as Radius authentication, Windows security certificates, DNS, PKI certification, DHCP services and WINS services, domain controllers, SANs, firewalls, virus protection, spam control, security systems, video conferencing and collaboration systems, SIF, VoIP phone systems, network productivity applications, bandwidth utilization devices, monitoring systems, AERIES student information system, business applications, educational applications, textbook library system, food services system, data warehouse system, transportation system, personnel, etc. and other new information technologies.
2. Participates in feasibility studies, system analysis and the evaluation and testing of new information technology solutions that result in continuous improvement of network operations, systems and services.
3. Supports, monitors, and maintains appropriate networking protocols, services, and support applications on enterprise networks.
4. Supports, monitors and maintains effective network security measures for all District network systems, servers, applications and equipment.
5. Supports, monitors and maintains Microsoft SQL and other database systems.
6. Maintains back-up and recovery systems for District data information systems using enterprise management applications and systems.
7. Maintains a level of expertise on technical knowledge and skills related to systems, applications, databases, networks, services and equipment to meet District needs.
8. Provides user training related to District enterprise network systems, servers, applications, services and equipment.
9. Maintains accurate, current and relative records, technical documentation, operating procedures, and purchase requisitions related to District enterprise area network systems, servers, applications, services and equipment.

10. Develops SQL queries and performs data exports to support District systems and applications and maintain data and report compliance with state and other external agencies.
11. Assists and supports vendors, consultants and service providers who provide technology services and support to the District related to District information technology.
12. Receives requests for service or problem resolution; prioritizes requests and resolves; maintains user requests in a work order database and tracks the progress of service and problem resolution; contacts users to keep them informed of request status.
13. Provide professional confidentiality and works collaboratively with others encountered in the course of work.
14. Maintains regular and prompt attendance in the workplace.
15. Performs other related duties as assigned by the Director of Information Services and Educational Technology or designee.

EDUCATION AND EXPERIENCE:
Ability to carry out oral and written directions, and read, write, and speak at a level sufficient to fulfill the duties to be performed. Bachelor's Degree in Computer Science, Management Information Systems or other computer technology related field is required. High school diploma or equivalent is required. Three years of experience is required in the area of monitoring and maintaining Microsoft and/or Cisco related systems, applications, databases, servers and other equipment on enterprise data, voice and video networks. Microsoft and/or Cisco certifications preferred. Must possess a valid California driver's license.

SKILLS AND QUALIFICATIONS:
1. Ability to maintain data integrated, secure and effective Microsoft Windows and Cisco based enterprise data, voice and video networks.
2. Ability to maintain appropriate and secure network protocols, services, applications and security measures on District networks.
3. Ability to train users on District network systems, applications and services.
4. Ability to understand and follow oral and written instructions.
5. Ability to generate and maintain technical records, reports and documentation.
6. Ability to evaluate and implement new technology solutions to meet District needs.
7. Ability to communicate effectively in both technical and non-technical terms and to maintain a cooperative working relationship with those contacted in the course of work.
8. Ability to interpret and apply complex technical publications, manuals, online tools and documents, and other documents.
9. Ability to maintain effective SQL and other databases, data warehouse integration and support information system technology, concepts, functions, policies and procedures.
10. Ability to apply project management processes and perform project management planning.
11. Ability to apply programming principals, basic logic and software development techniques and procedures.
12. Ability to maintain data integrated, secure and effective District network operating systems, network based services, and network applications and equipment.

PHYSICAL REQUIREMENTS:

Employees in this position must have the ability to:

1. Sit for extended periods of time.
2. Enter data into a computer terminal and operate standard office equipment for extended periods of time.
3. See and read a computer screen and printed matter with or without vision aids.
4. Speak so that others may understand at normal levels and on the telephone.
5. Hear and understand speech at normal levels and on the telephone, with or without hearing aids.
6. Stand and/or walk on hard and/or uneven surfaces for extended periods of time. Reach overhead, grasp, push/pull up to 50 pounds for short distances.
7. Lift and/or carry up to 50 pounds at waist height for short distances.
8. Bend, squat, stoop and/or climb for extended periods of time.

WORK ENVIRONMENT:

Employees in this position will be required to work indoors in a standard office environment and come in direct contact with District staff, site staff, and the public. Driving a vehicle to conduct work at school sites is required. Employees will be required to work a minimum of one Saturday a month (Tuesday-Saturday shift) or split-shifts (12:00pm-9:00pm) to provide support maintenance and upgrades to District applications and systems. Employees will be required to work in the event of a critical network or system outage.

SALARY: Classified Salary Range 58

Board Approved: June 12, 2012