

TRACY UNIFIED SCHOOL DISTRICT JOB DESCRIPTION

POSITION TITLE: ISET Technician Level I

DEPARTMENT/DIVISION: Information Services and Educational Technology

POSITION SUMMARY:

Under general supervision of the Director of Information Services and Educational Technology, the ISET Technician Level I performs workstation installations and repair (stand alone, LAN, and WAN), installs, connects and repairs peripherals, installs and configures workstation software, performs a variety of tasks in support of the District's student information services, performs a variety of tasks in support of the District's cabling infrastructure to support telecommunications, data and other network functions, prepares documents and reports, updates databases, and provides user support through help desk, on site assistance, and training classes.

ESSENTIAL FUNCTIONS:

1. Installs district user workstations, including stand alone, connected to LAN, and connected to a WAN.
2. Installs and connects various workstation peripherals and configures workstation software.
3. Repairs and maintains data systems equipment (e.g. computers, printers, scanners, monitors, etc.).
4. Provides user help desk support and on-site assistance for users.
5. Assists with district information system applications (e.g. student, finance, personnel, learning, facilities, library, etc.).
6. Maintains a high level of technical knowledge and skills related to workstations, networks, systems, applications and software to meet district needs.
7. Receives requests from user community for service or problem resolution; prioritizes requests and resolves or routes to appropriate staff for action; maintains user requests in a workorder database and tracks the progress of service and problem resolution; contacts users to keep them informed of request status.
8. Assures appropriate security procedures are implemented and carried out to protect data on all district information systems.
9. Prepares equipment and software requisitions.
10. Prepares documentation and manages user support functions.
11. Coordinates user support group that meets regularly to meet needs for communications among the user community.
12. Understands and implements various technical computer systems including District student data base system, attendance, site, department budget system and telephone data bases.
13. Develops short and long range plans for meeting the District's needs related to District's systems including, but not limited to, training, upgrades, replacement and additional features.
14. Coordinates data exchange and reports with state and other external agencies.
15. Coordinates and frequently provides user training on District applications, equipment and systems and other district training classes, including the development of all support materials and laboratory exercises.
16. Performs installation, setup and support of District's systems; supports cabling infrastructure and network connections for data, telecommunication, and fiber optic cabling systems; supports cable TV, security access systems, bells, clocks and intercom paging

- systems, video surveillance and video distribution systems; and troubleshoots and repairs damaged cabling, connections and equipment.
17. Serves as a liaison between the Information Services and Educational Technology Department and student system user community.
 18. Assures data integrity and coordinates process improvements on district student information systems.
 19. Develops ad-hoc queries and reports from student system data and other district information systems and provides the reports to school sites and departments within scheduled time frames.
 20. Provides technical (software and hardware) support to users of the District's student information systems and associated systems, e.g. parent information system, parent calling system and student testing information system.
 21. Supervises temporary department staff.
 22. Maintains regular and prompt attendance in the workplace.
 23. Performs other related duties as assigned by the Director of Information Services and Educational Technology.

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. Two years of education in computer science or closely related field or equivalent is required. Three years of experience is required in the areas of installation, repair, upgrading and maintenance of user workstations, peripherals, networks, and software; installation and repair of network and cable infrastructures; user support through help desk, on site instruction, and training classes; and in providing technical, training and customer support of a student information system. High School diploma or equivalent required. Must possess a valid California driver's license.

SKILLS AND QUALIFICATIONS:

1. Knowledge of installation, repair, upgrading and maintenance of district networked and stand alone workstations and workstation peripherals (e.g. network cards, printers, drives, projectors, etc.); tools, materials, equipment, and procedures used in the installation, repair, upgrading and maintenance of district workstations and networks.
2. Knowledge of safety procedures in the performance of required duties.
3. Knowledge of user workstation and peripheral software installation and support.
4. Knowledge of training users on district workstations and district software.
5. Ability to operate workstations and peripherals connected to networks with speed and accuracy.
6. Ability to communicate effectively in both technical and non-technical terms and to maintain cooperative working relationships with those contacted in the course of work.
7. Ability to interpret and apply complex technical publications, manuals and other documents.
8. Ability to understand and follow oral and written instructions.
9. Ability to generate and maintain reports and related records.
10. Ability to investigate and learn new equipment and software solutions to meet district needs.
11. Knowledge of various complex computer programs, including but not limited to scanning programs, word processing, spread sheet, email, database, and calendaring.
12. Knowledge of database concepts and information system technology, concepts, functions, policies and procedures.

13. Ability to perform responsible, complex clerical work requiring independent judgment with speed and accuracy.

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 and the public. Employees in this position will be required to travel to District school sites.

SALARY: Classified Salary Range 53

Board Approved: TUSD 3/24/98

Revised: TUSD 5/8/2007