

LOS ALAMITOS UNIFIED SCHOOL DISTRICT  
Office of the Personnel Commission

CLASS TITLE: Information Systems Specialist I

**BASIC FUNCTION:**

Under the direction of the Director of Information Technology, provide technical support in the installation, operations, setup, maintenance and repair of computers, audio visual equipment, peripherals, software, and computer networks at school sites and offices; and, assist in the maintenance, support, and upgrade of network and stand-alone servers, cloud services, local area networks (LANs), wide area network (WAN), and telecommunication equipment.

**DISTINGUISHING CHARACTERISTICS:**

This is a full journey-level class within the Information Systems series. Employees within this class are distinguished from the Information Systems Technician by the level of independent judgement, support of LAN/WAN technology, client/network automation, and performance of complex duties as assigned. Employees at this level receive only occasional instruction or assistance as new or unusual situations arise, and are fully aware of operating procedures and policies of the work unit.

**REPRESENTATIVE DUTIES:**

1. Perform duties of Information System Technician with additional emphasis to automation, network servers, LAN, and WAN support.
2. Provide direction to lower-level technicians as needed.
3. Perform maintenance of network, including cabling, LAN, and WAN, wireless LAN, switches, routers, voice gateway, and firewall.
4. Perform maintenance, installation, configuration, troubleshooting of MDM (Mobile Device Management) systems.
5. Designs specialized software and settings for new computers, laptops, and tablets.
6. Installation, set up, testing, and support for software applications.
7. Assist in supporting complex cloud service management and implementation.
8. Perform advanced set up and configuration for computers, laptops, tablets, and mobile devices.
9. Perform data migration, server maintenance, and backups for a variety of software and applications.
10. Work with vendors on software and hardware installations, troubleshooting, opening service tickets, administration and maintenance.
11. Provide support in Windows, Microsoft Office, Google, AERIES, and various operating systems and applications.
12. Support file server operations, server based software, and email systems.
13. Research and implement technology automation that support efficiencies.
14. Consult with vendors, service providers and technical support regarding purchase of parts, status of repairs and answers to software and hardware related questions.
15. Drive a vehicle to various sites to conduct work; prioritize and respond to emergency service calls.

16. Promote the Los Alamitos Unified School District's mission, vision and priority goals.
17. Perform related duties as assigned.

#### KNOWLEDGE OF:

- Methods, tools and equipment used in the installation and service of hardware and software.
- Windows and Macintosh computer operating systems, IOS, Android, and chrome OS, and other various operating systems.
- Microsoft active directory and/or similar platforms.
- Current computer network technology and basic industry-standard networking principles, theories and practices.
- Intermediate understanding of networking protocols, hardware and technology.
- Mobile device management best practices and supporting a variety of mobile device platforms.
- Content filtering and implementation of block/allow content and services.
- PC's, Mac's, mobile devices, and networking hardware and software.
- Specialized software and settings.
- Most current software applications such as Microsoft Office, Google Apps, email accounts, log on privileges, cloud based systems, and student information systems.
- File server operations, server based software and email operations.
- Networking protocols, hardware, and technology.
- Social Media and website best practices.
- Health regulations and safe working methods and procedures.
- Proper lifting techniques.
- District policies, rules and regulations.
- Districtwide computer methods and procedures.

#### ABILITY TO:

- Install computers, mobile devices, printers, wireless access points, VOIP phones, and other peripheral devices.
- Install and test software and hardware.
- Install and configure network and server-based application software.
- Work with more complex technology and develop automated solutions for the District.
- Multi-task while maintaining patience and flexibility.
- Manage time effectively between multiple sites.
- Develop and maintain effective working relationships with staff, students, parents, and vendors.
- Communicate effectively in both written and oral form.
- Provide technical direction to others.
- Define problems, collect data and draw conclusions in a variety of situations where little standardization exist.
- Interpret a variety of instructions in written, oral and diagram form.
- Describe technical issues to users.
- Install, maintain, troubleshoot, and document network hardware, software and operating systems.

- Work independently and cooperatively with others.
- Communicate effectively both orally and in writing.
- Learn new skills to keep current with technology changes.
- Observe health and safety regulations.
- Take initiative and demonstrate passion in supporting staff and students.

#### EDUCATION:

Bachelor's degree from an accredited four-year institution in information technology, computer programming, computer science, or another technology related field or equivalent as described below. A typical equivalent/qualifying background would include five or more years' of increasing responsible IT related experience at a multi-site enterprise level organization. A+, Microsoft MCP/MSE, Apple ACMT, Google Certified Innovator, and Cisco CCNA Certificates are desirable.

#### EXPERIENCE:

Three (3) years of recent experience with increasing responsibility in the installation, operation, maintenance and repair of computer systems, networks, peripherals and related equipment.

#### LICENSES AND OTHER REQUIREMENT:

Possess and maintain a valid California Driver's License (Class "C" minimum) and remain insurable at the standard insurance rate.

#### PHYSICAL AND MENTAL DEMANDS:

The physical and mental 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.

##### Physical Demands

While performing the duties of this job, the employee is required to hear and speak to exchange information in person or through the use of technology, use hands to finger, handle, feel or operate objects, tools, or controls and reach with hands and arms. The employee is occasionally required to stand, sit, taste and/or smell. The employee is required to frequently walk and stand to access work areas and equipment; stoop, kneel, crouch, or crawl to access or place objects or equipment; carry, lift, push or pull moderately heavy objects, ascend and descend ladders, stairs, and ramps, and will involve walking or standing for extended periods. The employee may regularly lift and/or move up to 50 pounds. Specific vision abilities required by this job include close vision, distance vision, peripheral vision, depth perception and the ability to adjust focus.

##### Mental Demands

While performing the duties of this class, employees are regularly required to use written and oral communication skills; read and interpret data, information and documents; analyze and solve problems; observe and interpret situations; learn and apply new information or skills; work under deadlines with constant interruptions; and interact with students, staff, parents, the public, and others encountered in the course of work.

**WORK ENVIRONMENT:**

Employees work in classrooms, computer labs, and offices, and the noise level is usually moderate to loud. The employee travels to a variety of school and off-site facilities for support and meetings. Working conditions may include regular exposure to fumes, dust, odors, cleaning agents and chemicals. Exposure to hot, cold, wet, humid, or windy conditions caused by weather may also occasionally be experienced.

**SALARY RANGE:** 94

**ADOPTED BY PERSONNEL COMMISSION:** December 14, 2016

**ADOPTED BY BOARD OF EDUCATION:** January 10, 2017