

LOS ALAMITOS UNIFIED SCHOOL DISTRICT
Office of the Personnel Commission

CLASS TITLE: Information Systems Specialist II

BASIC FUNCTION:

Under the direction of the Director of Information Technology, leads and coordinates work orders and support for site technicians; coordinate and support the social media presence for District and school sites; administer/manage Cloud and Directory Services such as Active Directory (AD), Google Apps For Education (GAFE), Lightweight Directory Access Protocol (LDAP), etc.; and, perform complex duties related to the installation, operations, setup, maintenance and repair of computers, audio visual equipment, peripherals, software, and computer networks.

DISTINGUISHING CHARACTERISTICS:

This is an advance journey-level class within the Information Systems series. Positions within this class are distinguished from other classes within the series by the level of advanced responsibility and training assumed, independent judgment, guidance and support of lower-level technicians, and the complexity of duties assigned. Employees at this level work independently and are required to handle, train, design, implement, and manage Directory Services, Cloud Services, Social Media standards, Software Applications, and Networking.

REPRESENTATIVE DUTIES:

1. Perform duties of Information System Specialist I with additional emphasis in Cloud Services, Google/Microsoft Online Services, staff training, and District-wide social media support.
2. Organize and lead the work order system to ensure resources are available to handle routine and urgent work orders.
3. Train and mentor new Information System staff with procedures and systems.
4. Train District staff in variety of educational software applications and services, social media, website management, office productivity suites, etc.
5. Coordinate and lead various Technology and Ed-Tech training for staff on District programs and services including Illuminate, educational software integration, social media, multi-media and other applications; attend conferences/workshops to support training of District staff as appropriate.
6. Support district staff on various software and data applications, social media services, hardware systems, network applications and protocol to support district-wide systems.
7. Support sites in posting social media content per the direction of District Administrator(s) to ensure social media presence of a number of different platforms (i.e. Flickr, Twitter, YouTube, Instagram, and other online services).
8. Support the district website and web portals.
9. Maintain, troubleshoot, automate, and administer Cloud and Directory services such as GAFE, Microsoft O365, AD, LDAP, etc.
10. Management and implementation methods to assure the security and integrity of privileged and sensitive data that is stored and retrieved online including student and employee data.
11. Perform maintenance of network, including cabling, LAN, and WAN, switches, Wireless LANs, routers, voice gateway, and firewall.

12. Perform advance set up and configuration for computers, laptops, tablets, and mobile devices.
13. Perform advance support in Windows, Microsoft Office, Google, GAFE, cloud-based services, AERIES, and various operating systems and applications.
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:

- Advanced methods, tools and equipment used in the installation and service of hardware and software.
- Social media applications, websites, html technology, secure methods of posting, and automation methods.
- Facilitating and engaging staff during training sessions.
- The most current versions of Microsoft O365, GAFE, Office family (Word, Excel, PowerPoint, and Access), Mac application software, tablet software/apps, Internet browsers, email accounts, and the ability to perform essential functions
- Windows and Macintosh computer operating systems, IOS, Android, and chrome OS, and other various operating systems and how they relate to mobile device management.
- Microsoft active directory and/or similar platforms.
- Current computer network technology and basic industry-standard networking principles, theories and practices.
- Expertise in networking protocols, hardware, mobile devices and technology.
- Content filtering and implementation of block/allow content and services.
- PC's, Mac's, mobile devices, and networking hardware and software.
- Knowledge of specialized software and settings.
- File server operations, server based software and email operations.
- Health regulations and safe working methods and procedures.
- Proper lifting techniques.
- District policies, rules and regulations.
- Districtwide computer methods and procedures.

ABILITY TO:

- Manage helpdesk and work order system to help prioritize support for sites.
- Install computers, mobile devices, printers, wireless access points, VOIP devices, and other peripheral devices.
- Train and provide work direction to others.
- Plan, design, organize, and implement work involving a multiplicity of projects.
- Manage content filtering and implementation of block/allow content and services.
- Install and test software, hardware, networking devices, and server-based applications.

- Install, maintain, troubleshoot, and document network hardware, software and operating systems.
- Multi-task while maintaining patience and flexibility.
- Manage time effectively when supporting multiple sites and offices.
- Develop and maintain effective working relationships with staff, students, parents, and vendors.
- Define problems, collect data and draw conclusions in a variety of situations where little standardization exist.
- Describe technical issues to users.
- 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. A+, Microsoft MSE, Apple ACMT, Google Certified Innovator, and Cisco CCNP Certificates are desirable.

EXPERIENCE:

Five (5) years of increasingly responsible experience 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: 98

ADOPTED BY PERSONNEL COMMISSION: December 14, 2016

ADOPTED BY BOARD OF EDUCATION: January 10, 2017