

LOS ALAMITOS UNIFIED SCHOOL DISTRICT  
Office of the Personnel Commission

CLASS TITLE: Information Systems Technician

**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, and software at school sites and offices; communicate with District and site support staff on technical issues and priorities; and, troubleshoot user problems using Help Desk practices, District procedures, and escalate trouble tickets when appropriate.

**DISTINGUISHING CHARACTERISTICS:**

This is an entry-level IT position providing technical support at various school sites and offices. This class is distinguished from an Information Systems Specialist I by the performance of more routine tasks, lower-level troubleshooting, and working primarily and independently on client/end-user devices.

**REPRESENTATIVE DUTIES:**

- Set up and configure computers, laptops, tablets, and mobile devices.
- Set up AV equipment and conduct video recordings for events and Board meetings.
- Assist in the installation, set up, testing, and support of software applications and educational web services.
- Assist higher-level technicians in data migration, server maintenance, and backups for new school software.
- Create training documentation and maintain a variety of records and inventory.
- Assist in supporting Windows, Apple, Microsoft Office, Google, cloud base services, AERIES, social media apps, and various operating systems and applications.
- Assist in troubleshooting and maintaining device software and hardware ensuring proper network connectivity.
- Maintain and repair computers and other technological equipment.
- Support and troubleshoot projectors, interactive white boards, and other AV equipment.
- Assist higher-level technicians with maintenance of network, including cabling, LAN and WAN, wireless LAN, switches, routers, voice gateway, mobile device management, and firewall.
- Determine when to escalate work orders to higher-level technicians.
- Team with higher-level technicians in troubleshooting and installation of hardware and software.
- Communicate frequently with Director of Information Technology on status of work orders, opening of service tickets, and other technical issues.
- Communicate with other departments and District personnel to coordinate activities and provide technical assistance.
- Consult with vendors, service providers and technical support regarding purchase of parts, status of repairs, answers to software and hardware related questions, and opening service tickets.

- Drive a vehicle to various sites to conduct work; prioritize and respond to emergency service calls.
- Promote the Los Alamitos Unified School District's mission, vision and priority goals.
- Perform related duties as assigned.

**KNOWLEDGE OF:**

- PC's, Mac's, mobile devices, and networking hardware and software.
- Specialized software and settings.
- Hardware and software installation.
- Most current software applications such as Microsoft Office, Google Apps, email accounts, log on privileges, cloud based systems, and student information systems.
- Various operating systems and platforms.
- File server operations, server based software and email operations.
- Networking protocols, hardware, and technology.
- Health regulations and safe working methods and procedures.
- Proper lifting techniques.
- District policies, State and Federal laws, rules and regulations.
- Districtwide computer methods and procedures.
- Social media applications, websites, html technology, secure methods of posting, and automation methods

**ABILITY TO:**

- Develop and maintain effective working relationships with staff, students, parents, and vendors.
- Communicate effectively in both written and oral form.
- 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 hardware, software and operating systems.
- Work with limited supervision 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:**

Graduation from high school supplemented by significant course work in information technology. A+ Certificate is desirable.

**EXPERIENCE:**

One (1) year of experience in the installation, operation, maintenance and repair of computer systems, 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: 67

ADOPTED BY PERSONNEL COMMISSION: December 14, 2016

ADOPTED BY BOARD OF EDUCATION: January 10, 2017