

	<p>Information Technology Specialist I</p>	<p style="text-align: center;"><b>Classified Position</b></p> <p>Initial Date: August 18, 2015  Board Approval: August 18, 2015  Revision Date:  Personnel Commission: August 19, 2015  Range: 44</p> <p>Reports to: Information Technology  Administrator</p>
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**DESCRIPTION OF BASIC FUNCTIONS AND RESPONSIBILITIES:**

Under the supervision of the Information Technology Administrator, incumbent is responsible for level one technology support for the school district by organizing support requests for the help desk, phone support and first contact for all , providing technical support to site faculty, staff and resolving computer and network technology operational issues.

**REPRESENTATIVE DUTIES:**

- Maintain user accounts in various technology systems for staff
- Deploy desktop and laptop computers using software deployment technologies
- Configure computer/mobile devices for wireless network access
- Perform troubleshooting on computers, thin clients and networking equipment
- Integrate third-party instructional technologies
- Researches and makes recommendations on hardware and software purchases and coordinates with vendors
- Answers help desk phone line; solves level one problems to include email and active directory account creation
- Attend and actively participate in weekly meetings
- Communicate with site staff, district office staff, and administrators in a positive and professional manner
- Perform other duties as assigned

**KNOWLEDGE AND ABILITIES:**

- Knowledge of Windows operating system administration including Microsoft (i.e. XP, 7 Pro, 8, Server 2003/2008/2012/xxxx)
- Ability to present ideas and solutions in user-friendly language both verbally and in writing to staff
- Ability to analyze a variety of technical problems and apply appropriate solutions, including those involving anti-virus, network connectivity and software/hardware issues
- Knowledge of Microsoft Word and Excel, as well as Google Docs and Sheets
- Ability to deal with frustrated customers in a calm and professional manner
- Sufficient hand/eye coordination and manual dexterity to use a wide variety of office and technology equipment, to keyboard and write, file and maintain records
- Ability to hear to conduct in-person and telephone conversations
- Ability to speak in an understandable voice with sufficient volume to be heard in normal conversational distance, on the telephone and in addressing groups

**EDUCATION AND EXPERIENCE:**

- High School Diploma
- 1-2+ years of desktop and network support
- Desired CompTIA Network + certification or equivalent

**LICENSES AND OTHER REQUIREMENTS:**

- Authorization to work in the U.S., TB Test clearance, Criminal Justice Fingerprint clearance and valid Driver's license
- Requires willingness and ability to work effectively and move about in an office and travel to local areas

**WORKING CONDITIONS:**

- Ability to sit for extended periods of time
- Light to moderate stress level

**PHYSICAL DEMANDS:**

- Physical, mental and emotional stamina to work up to an eight-hour shift under sometimes-stressful conditions, with frequent distractions and interruptions
- Sufficient mobility to lift, carry, bend, stoop, push/pull, stand and walk to install, repair and/or transport technology equipment
- Ability to lift up to 40 pounds on an intermittent basis
- Sufficient mobility to enter/exit a vehicle and drive to various locations

**EMPLOYMENT STANDARDS:**

Dexterity and physical condition to maintain a rigorous work schedule and meet standards of physical and mental health. To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. Reasonable accommodation may be made to enable individuals with disabilities to perform the essential functions of the position. Individuals must maintain a professional attitude and appearance.