

**PLEASANTON UNIFIED SCHOOL DISTRICT
Job Description**

Title:	Technology Specialist II	Reports to:	Program Administrator/Supervisor
Job Category:	Information Technology	Classification Unit:	Classified
Board Approval:	8/11/2022	Current Salary Grade:	23
Job Description Revised:		FLSA Status:	Non-Exempt

JOB SUMMARY:

Under the general supervision of a Program Administrator/Supervisor, maintain and oversee all technology systems and computer system operations at assigned high school sites; train and assist district staff and students in the appropriate use of technology and software applications; provide technology services and support to district technology systems and computer users.

ESSENTIAL FUNCTIONS:

- Provide first point of contact to district staff and students to assess set-up needs, technical malfunctions (including hardware and software applications) and network connectivity; determine appropriate actions to maintain information technology systems and computer system operations at an assigned site; respond to tech help desk tickets.
- Perform routine and preventive maintenance of computer equipment (e.g. cleaning, virus scanning, creating/clearing Internet bookmarks, defragmenting) to ensure equipment is in safe operating condition; participate in special site/district-wide preventative maintenance projects.
- Coordinate the installation, maintenance, and repair of all computer-related technology at assigned sites using cloning and updating applications and techniques when applicable.
- Respond to initial network outages, and assist with troubleshooting and diagnostic
- Install, configure and test computer hardware and software applications (e.g. new computers, peripheral(s), configuring operating systems, printers); provide and upgrade operational computers and instructional materials for assigned sites;
- Assist district staff and students in the use of instructional technology, software applications, and related hardware.
- Inventory, distribute, support, and repair all desktop and laptop computers
- Report suspicious technology usage to maintain a safe environment that is conducive to learning.
- Assist with scheduling the use of computer labs for students, staff, and technical support personnel.
- Assist district staff and students in using various District systems and in setting up dedicated equipment.
- Assemble, set up, install, and configure multimedia equipment; provide technical support during sites and district-wide assemblies, staff development, training days, and summer school as needed.
- Assist district staff and students in set-up, resetting and changing of system passwords.
- Perform technical duties to support specialized computer testing and assessments (e.g. CAASP, GATE, AP, PSAT, SSD etc.) including set-up and configuration of computers, labs, devices, testing software and troubleshooting technology issues; verify the testing environment is ready by specified deadline.
- Perform a variety of technical duties related to website maintenance and digital signage.

- Enter and maintain information in the district-wide Mobile Device Management Systems to enable central configuration of devices for specific uses, using specialized management software access; configure and distribute new devices.
- Act as inventory record keeper for assigned sites; create and update site information in the District hardware and software inventory system to ensure availability of equipment, track district-owned assets, and to record all asset lifecycle events, including repair and replacement.
- Recycle equipment including e-waste, computer equipment, and peripherals; remove batteries and wipe hard drives; retire asset tags. Ensure recycled equipment information is updated in Mobile Device Management Systems and Google Admin Console.
- Work with district level technical staff to make recommendations for site technology needs.
- Train and provide job shadowing for new technology specialists.
- Handle confidential documents according to established security protocols.
- Prepare a variety of records, reports, correspondence, and logs.
- Operate tools used in computer repair and maintenance.
- Attend meetings, trainings, and conferences as directed; assist in providing information technology support for special events at an assigned site.
- Participation in professional development training courses in the areas of computer operating systems, basic network and server user account administration

OTHER JOB-RELATED DUTIES:

- Perform related duties within the scope of the job classification as assigned.
- May assist parents and/or visitors with site technology needs during school hours.

REQUIRED QUALIFICATIONS:

Knowledge of:

- Principles, methods, and procedures of operating computers and peripheral equipment. Including MacOS and Windows operating systems and both wired and wireless equipment.
- Computer hardware systems, utilities, and software applications utilized (desktop computers (Apple and PC), Apple TV, printers, projector, document camera and more).
- Database structures, on-line applications, and system capabilities of assigned computer systems.
- Diagnose and support software (e.g. Browsers, Mobile Device Management (MDM), Computer Imaging, Anti_Virus, Security, Patch management.
- Applicable multimedia equipment operations.
- Basic website maintenance methodology.
- Basic networking and maintenance of wired and wireless connections.
- Diagnostic techniques and procedures used in computer repair.
- Basic English usage, grammar, spelling, punctuation and vocabulary.
- Methods, equipment and materials used in the maintenance and repair of technology equipment.
- Proper methods of storing equipment, materials and supplies.
- Methods and techniques for tracking and managing services calls, tickets, and/or requests.

Ability to:

- Provide technical support to personnel concerning computer operations, software applications, and related malfunctions.
- Perform multiple technical tasks with a need to periodically upgrade skills in order to meet changing job conditions.
- Troubleshoot complex, integrated hardware and software systems using internet resources, tools, hardware, or software.

- Research, analyze, and recommend new system software, hardware and peripherals.
- Schedule and arrange for computer hardware, software, and network maintenance, installations, and repairs.
- Operate equipment and tools used in computer repair and maintenance.
- Prepare and maintain accurate records, data, and reports.
- Gather, collate, and classify data.
- Read and understand technical information, manuals, directions, diagrams and communicate to others.
- Compose a variety of documents.
- Work cooperatively and effectively with others or independently under time constraints.
- Work independently with little supervision.
- Work with a high level of interruptions, meet deadlines and schedules.
- Plan and manage projects independently.
- Organize and prioritize work to meet deadlines, timelines, and schedules.
- Schedule activities and meetings.
- Facilitate group discussions.
- Travel to multiple sites and/or locations to carry out the functions of the position.
- Analyze situations to define issues and draw conclusions.
- Understand complex, multi-step written and oral instructions.
- Operate a variety of job-related equipment, including a computer, printer, peripheral devices, and assigned software.
- Adhere to safety practices.
- Perform basic math, including calculations using fractions, percentages, and/or ratios.

EDUCATION AND EXPERIENCE: Any combination of education and experience that provides the required knowledge, skills, and abilities.

Education: High school diploma or equivalent supplemented by additional targeted job-related education.

Experience: One (1) year of experience involved in the installation, maintenance, repair, and troubleshooting of computer systems, peripherals, and related equipment

Required licenses, certificates, continuing education, training, and other requirements:

- Possession of a valid California driver's license

DESIRABLE QUALIFICATIONS:

- Supplemental technical school coursework in the field of computer technology.
- Applicable job-related information technology certifications.
- Experience in K-12 school district environments is highly desired.

WORKING CONDITIONS:

Environment: Indoor/office/classroom work environment.

Physical Demands: The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.

- Occasional lifting, carrying, pushing, and/or pulling.
- Some stooping, kneeling, crouching, and/or crawling.
- Significant fine finger dexterity.

- Generally, the job requires 30% sitting, 35% walking, and 35% standing.

Hazards:

- N/A

OTHER:

Required Testing:

- Pre-employment Test.

Clearances:

- Criminal Justice Fingerprint/Background Clearance.
- TB Clearance.
- State Mandated Training

Pleasanton Unified School District is an Equal Opportunity Employer. The information contained in this job description is for compliance with the Americans with Disabilities Act (A.D.A.). Reasonable accommodations are made under A.D.A. as required by law.