

### INFORMATION TECHNOLOGY SUPPORT SPECIALIST—BILINGUAL

**Reports to:** Director, Partners in Education

**Division:** Partners in Education

#### Our ideal candidate

You are an innovative professional with excellent communication skills, and a proven track record of establishing rapport and earning the trust of colleagues and end users because of your attitude and results. You are good with people. You are an excellent problem-solver, highly responsible, and take ownership of all the tasks and responsibilities of the position. You are solutions-oriented. You are committed to providing the best service available to the Santa Barbara County Education office and the school districts and families it serves.

#### General description

Responsible for the technical operation, design, implementation and administration of Computer for Families (CFF) local and wide area network systems including refurbishing, filtering content, ensuring security, and protecting student data privacy to comply with federal and state regulations. Also provide high-level technical support, supervise and train Computers for Families participants in English and Spanish, manage assigned projects, and provide leadership in technology usage. This bilingual individual acts as a liaison, interpreter, trainer and translator for participating CFF families.

#### Specific duties and responsibilities

- Refurbish donated computers-- Assess condition of donated equipment through comprehensive testing, and make informed decisions on usability; refurbish computers by installing necessary operating systems, hardware, and software on computer systems donated to the Computers for Families (CFF) program.
- Design, implement and administer Computers for Families OPEN DNS server (content filtering)
- Conduct technical training and support for participating parents -- Provide customer service, technical support (including Internet connectivity), and follow-up over the phone and in person as necessary in both English and Spanish; provide written/spoken translation assistance in both English and Spanish.
- Train families on basic computer setup and operation during distribution events
- Pick up donated computers from various locations and distribute donations and refurbished equipment to appropriate locations
- Organize refurbishment operations including recycling computers for usable equipment, organizing usable parts of equipment, maintaining deliver schedule of computers and making recommendations for equipment and parts purchases; train volunteers on how to refurbish computers
- Design, implement and administer CFF's network
- Ensure security and protection of student data
- Manage and monitor firewall and receive alerts if something unusual happens on the network, 24 hours per day, seven days per week

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- Oversee encryption of student databases
- Advise management on new federal and state regulations including CIPA, COPPA, FERPA
- Use excellent communication skills – ask questions and listen to customers to identify the issue, explain the problem in a clear and understandable way, and provide options for repair or replacement
- Oversee and ensure the efficient and smooth running of all computer systems.
- Write and implement policies to govern CFF's network environment and the systems connected to it
- Add, remove, or update user account information and reset passwords
- Secure network by developing network access, monitoring, control, and evaluation; maintain documentation of a network map
- Find security gaps by performing routine audits of hardware and software entities on the network and fix those deficiencies
- Apply operating system updates, patches, and make configuration changes to enhance security
- Protect the network from malicious entities such as hackers, viruses, and spyware.
- Ensure the security of all traffic that passes through the network
- Ensure the physical security of the network
- Maintain an inventory of computes, servers, terminals, modems and other access devices that access the network
- Manage, assign, and maintain the list of all network addresses
- Upgrade, manage, and maintain firewalls, routers, and other network equipment
- Other duties as assigned

### Requirements

Education: High school diploma

Experience: Three years of experience with computer operating systems installation, refurbishment and cross-platform applications

Knowledge and skills:

- SBCEO organization operations, goals, and services
- Computer networks, Internet protocol, and computer troubleshooting processes
- Industry-standard word processing, spreadsheets, and database programs
- Current hardware, Windows and Linux operating systems, peripherals, security devices, related applications and support software
- Windows and Linux security and productivity applications
- Correct English usage, grammar, spelling, punctuation and vocabulary
- Correct Spanish and English speaking and writing conventions
- Record keeping techniques
- Telephone techniques and etiquette
- California Department of Motor Vehicle Code regulations for driving

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### Abilities

- Use hands to manipulate computer parts
- Diagnose, repair and test computer problems as they arise
- Quickly define source of computer malfunctions, and make assessments of equipment damage and usability
- Perform research, analysis, and evaluations of computer hardware, software, and related technologies
- Maintain current knowledge on trends and resources in the technology field
- Organize, establish, and maintain a data management storage and retrieval system for recycled computer parts
- Maintain high level of organization within office, and with computer equipment
- Receive complaints and take steps to facilitate resolution
- Analyze situations accurately and adopt an effective course of action
- Prioritize, schedule, and coordinate large workloads
- Meet schedules, timelines, and deadlines
- Effectively present information on technical aspects of CFF program to supervisors
- Represent the CFF program in a professional manner to the general public and community agencies
- Communicate effectively orally and in writing
- Speak fluently in both English and Spanish using terms related to computers
- Establish and maintain effective working relationships with co-workers, supervisors, volunteers, and donation recipients
- Lift and move computer equipment weighing up to 50 pounds on a frequent basis
- Contribute to department-wide duties and events
- Work independently and within a team environment
- Work confidentially with discretion

### Licenses and certificates

Valid California driver's license, safe driving record, and insurance coverage as required by law

### Working conditions

Typical modern office environment, working around dusty, heavy, and delicate computer equipment

### Salary range 88

*Approved by the Personnel Commission:*

May 24, 2007

June 23, 2016