

LYON COUNTY SCHOOL DISTRICT

District – Information Technology Technician

Job Group: Information Technology

Classification: Classified

Terms of Employment: Pay Grade 29 on the Classified Salary Structure (12 month)

FLSA STATUS: NON-EXEMPT

POSITION SUMMARY:

This position is distinguished from other positions within the IT Department due to the mobile nature of the position, the complexity of tasks performed, and the ability to operate with limited supervision. The performance of this job will be evaluated in accordance with the Board's policy on Evaluation of Classified staff. This position reports to the District IT Manager or their designee.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

This list of Essential Duties and Responsibilities is not exhaustive and may be supplemented.

1. Provides excellent customer service to staff in resolving technology issues and problems.
2. Maintain, troubleshoot and repair networked computers, printers, tablets, and other District approved end user peripheral devices.
3. Under direction, assist in the creation of District system images.
4. Deploy District system images to new computers being deployed and to update/repurpose legacy equipment.
5. Use established guidelines for disposal of equipment including end of life, end of support and appropriate replacement policy.
6. Maintain accurate record keeping of maintenance and requests using electronic helpdesk ticket generation system.
7. Adapt existing procedures to accommodate improved performance capabilities and requirements.
8. Under the direction of the network administrator perform specific tasks related to server operation and network devices to enable the network administrator to gain access to the systems.
9. Installs or assists in installation of hardware and peripheral components such as monitors, keyboards, printers, and disk drives on user's premises.
10. Loads specified software packages such as operating systems, word processing, or spreadsheet programs
11. Responds to client inquiries concerning systems operation and diagnosis system hardware, software, and operator problems.
12. Assist Network Administrators with creation and maintenance of end user accounts, permissions, and access rights.
13. Instructs users in use of equipment, software, and manuals.
14. Recommends or performs minor remedial actions to correct problems.
15. Coordinates activities with help desk, network services, or other information systems groups.
16. Provides updates, status, and completion information to manager, problem request tracking system, and/or users, via voicemail, e-mail, or in-person communication.
17. Replaces defective or inadequate software packages.
18. Refers major hardware problems to the IT Manager or its designee for correction.
19. Performs and participates in other related duties as assigned by the IT Manager or their designee.

POSITION EXPECTATIONS:

1. Use good judgment in applying established guidelines to solve work problems.
2. Work independently and without close supervision but as directed.

3. Adapt to changing situations and environments.
4. Follow complex oral and written instructions, including technical manuals.
5. Work with other employees as part of a team.
6. Ability to use critical reasoning/thinking skills to resolve routine desktop support issues and problems
7. Ability to complete assigned tasks in a timely manner, work effectively with others and documentation of time and activities
8. Ability to appropriately handle stress and interact well with others, including supervisors, coworkers, teachers, and students.
9. Regular and consistent punctuality and attendance are essential functions of the job.

POSITION REQUIREMENTS: Education and Training:

1. High School Diploma or equivalent and at least two (2) years' IT experience in an IT, MIS or similar position. Some education (i.e., college coursework, workshops, seminars, etc.) in the area of computer operations is desirable;
2. Knowledge of local area networks (LANS), wide-area networks (WANS), server systems, and the design and integration of complex systems requiring their use as they relate to financial and human resources functions.
3. Knowledge of Apple IOS, Macintosh and Windows Operating Systems/hardware, TCP/IP protocols, Ticket/Work Order System, and MS Office products.

Licenses and Certifications:

1. Employee must possess an A+ and Network+ certification, or in lieu of certification demonstrate a minimum of two four (24) years' experience in network administration and commitment to gain certifications within the probationary period..
2. Project + preferred
3. A valid Nevada Driver License with a driving record in Good Standing.

Candidates must meet the minimum qualifications as listed on the appropriate position vacancy announcement.

PHYSICAL AND MENTAL REQUIREMENTS:

The physical and mental requirements described here are representative of those that must be met by an employee to successfully perform the essential functions of the job.

Strength, dexterity, coordination, and vision to use keyboard and video display terminal for prolonged periods. Strength and stamina to bend, stoop, sit, and stand for long periods of time. Dexterity and coordination to handle files and single pieces of paper; occasional lifting of files, stacks of paper or reports, references, student work, and other materials. Some reaching for items above and below waist and head level. Some reaching, bending, squatting, and stooping to access files, student work, and other items is necessary. The manual dexterity and cognitive ability to operate a personal computer and other educational technology (LCD projector, SmartBoard, iPads/Tablets, etc.) to enhance student learning. Involves hearing and speech to communicate in person or over the telephone. Must have the ability to lift 50 pounds to waist height.

In compliance with applicable disability laws, reasonable accommodations may be provided for qualified individuals with a disability who require and request such accommodations. Incumbents and individuals who

have been offered employment are encouraged to discuss potential accommodations with the employer.

WORKING CONDITIONS:

Work is performed under the following conditions:

Exposure to climate controlled classroom settings to outside weather with temperatures ranging from mild/moderate to extreme cold/heat. May involve exposure to noise levels ranging from moderate to very loud on occasional to frequent time periods. May involve work in crowded environments.

Hazards: Stress, anxiety, verbal and physical aggression. Classroom furniture, playground/office equipment, blood borne pathogens, communicable diseases, chemicals (as related to specific assignment), and power/hand operated equipment and machinery (as related to specific assignment).

PHYSICAL CAPACITY REQUIREMENTS FOR POSITION

(Mark with an X, leave blank where not applicable)

<i>ESSENTIAL FUNCTION</i>	<i>LESS THAN 25% OF TIME</i>	<i>25% TO 49% OF TIME</i>	<i>50% TO 74% OF TIME</i>	<i>75% TO 100% OF TIME</i>
Sitting		X		
Standing	X			
Walking	X			
Bending/Stooping/ Squatting/Twisting	X			
Crawling	X			
Kneeling	X			
Reaching above of body	X			
Reaching away from body	X			
Climbing Stairs				
Climbing while working (ladder, stools, roofs, poles)	X			
Balancing				
Lifting &/Or Carrying objects:				
Up 50 Pounds or 1/3 Bodyweight	X			
Pushing	X			
Pulling	X			
Grasping/ Gripping	X			
Handling	X			
Applying Torque (arms)				
Fine Manipulation	X			
Repetitive Work	X			
Weight Bearings				
Typing, Keyboarding, or Entering Data	X			
Computer Monitor/ CRT	X			
Driving a Vehicle	X			
Working Alone	X			
Operating Machinery or Equipment:				
Heavy Equipment				
Vibrating Equipment				
Power Tools	X			
Machine/Electrical Hazards				
Ladders ≥ 6 Feet	X			
Personal Protective Equipment				
Respirator Use				
Work Conditions:				
High Noises				
Heights	X			
Confined Spaces				

Heat Stress				
Cold Stress				
UV Exposure	X			
Hazardous Chemical/Waste				
>8 Hrs Day				
Overtime/Irregular Hrs	X			
Senses:				
Eyes				
Visually Demanding Work	X			
Near Vision	X			
Far Vision	X			
Depth Perception	X			
Basic Color Discrimination	X			
Hearing Protection				
Speech Discrimination				
Audio Alarms	X			
Ability to Smell				

Equal Opportunity Employer

The Lyon County School District is an equal opportunity employer and will not knowingly discriminate in any area of employment. Those include discriminatory recruiting and hiring practices against any United States citizen or legal alien on the basis of race, color, creed, religion, sex, age, marital status, national or ethnic origin, disability, or any other protected class and shall extend to working conditions, training, promotion, and terms and conditions of employment.

Individuals with a disability who require reasonable accommodation(s) during any step of the screening process or who have questions about qualifications should notify a representative in Human Resources. Notification may be made in person, in writing, or by calling: (775) 463-6800.

I have read and understand the requirements of my job.

Employee Name: _____

Employee Signature: _____ Date: _____

Administrator/Management Signature: _____ Date: _____