OROVILLE UNION HIGH SCHOOL DISTRICT
JOB DESCRIPTION

JOB TITLE: Education Technology Specialist

SALARY LEVEL:	Step 22	DIVISION:	Classified
DEPARTMENT:	Technology	LOCATION:	District
REPORTS TO:	Maintenance Supervisor		
APPROVED BY:	Board of Trustees	DATE:	6/19/2019

SUMMARY: Under general supervision, provides direct technical support and troubleshooting services to end users for district wide networked software applications, on-line programs, network services, hardware and district technology operations. Assists in developing training materials for district technology applications for end users. Evaluates, installs and supports computing devices, software applications and classroom presentation equipment for usability in the district. Interfaces with users both remotely and on-site for analysis and resolution of computer and technology related issues.

ESSENTIAL DUTIES AND RESPONSIBILITIES: *Other related duties may be assigned.*

- Generates, updates and monitors help desk tickets and work orders in accordance with established departmental practices and escalates more complex issues to appropriate technology personnel for resolution.
- Assist end-users with password resets or locked accounts in accordance with district and department security practices and escalates account action to appropriate technology personnel as needed.
- Troubleshoots and resolves problems received from end-users regarding hardware and software applications and/or network usage problems by providing information and remote technical assistance via telephone, e-mail and screen sharing support tools, etc.
- Serves as a technical advisor to end-users by supporting and providing technology related training in the use of district-wide networked, stand-alone and cloud-based software and systems for assigned areas of responsibility.
- Develops specifications and operating instructions to assist end-users with district applications for assigned areas of responsibility.
- Provides repair and/or service referrals of district technology equipment to appropriate staff and/or vendors.
- Attends department and user group meetings.
- Asset tag, setup, troubleshoot, repair and replace technology devices including desktop, mobile, classroom display, sound systems and peripherals.
- Independently performs remote and direct installation software; assist technology users with basic software installation and follow established district technology standards.
- Participates with other department team members in technology-based projects as assigned.
- Maintain accurate inventory of devices issued and parts used; notifies appropriate personnel to submit purchase order requests for parts or supplies needed; sets up, installs, maintains and repairs computers and networking devices (i.e. printers, scanners, etc.).

- Determines requirements, installs, configures and maintains computer and other computing devices, operating systems, virtual environments and application software/hardware within district-wide networked environment.
- Works with district technicians, specialist and vendors to implement and maintain needed connectivity and resolve connectivity problems.
- Responds, troubleshoots and resolves complex end-user generated computer application software problems and hardware issues.
- Deploys, installs, maintains, troubleshoots and repairs basic hardware parts and modules in use with connectivity equipment and related devices by replacing components and rebuilding/upgrading with new and/or recycled/refurbished components.
- Troubleshoot software and server setup of copier systems.
- Under the direction of the Network Specialist, performs maintenance of infrastructure and network software, hardware and devices.
- Assists the Network Specialist as needed.
- Performs other duties as required to accomplish the objective of the position.

QUALIFICATION REQUIREMENTS: Advanced understanding of network systems, computer communications (i.e. LAN, WAN, VoIP, Wi-Fi, virtual systems, etc.), various operating systems and assorted software applications; Comp TIA A+ Certification required; Google IT Support Professional Certification required. Adept at computer diagnostics, maintenance, installation and repair; Knowledge of principles of analysis and design of computer systems and procedures. Requires a working knowledge of uses, characteristics, components and operation of networked and stand-alone information technology systems and peripheral equipment; self-awareness of appropriate interpersonal and professional skills to use while assisting district employees and other contacts outside of the district; general understanding of modern office practices and procedures, including managing deadlines.

ABILITIES: Must be able to perform all of the relevant duties of the position independently, with general supervision and/or with minimum direction; Ability to analyze, configure, install and maintain highly technical and complex computer-based programs; Able to document work systems and procedures using a variety of documentation techniques including flow charts; Work effectively with all staffing levels using a flexible style of communication that is effective for both technical and non-technical users; Identify and apply appropriate interpersonal and professional skills to build positive and effective partnerships within and outside the district; Make decisions within the framework of established guidelines; Work effectively with all levels of district staff; Interpret and apply technical, instructional and/or business material, rules, procedures and policies; Ability to learn district-wide application systems and processes; Ability to maintain consistent, punctual and regular attendance; Ability to speak clearly and concisely both in oral and written communication; Ability to perform duties with awareness of all district requirements and Board of Education policies.

EDUCATION AND/OR EXPERIENCE: High School diploma or equivalent and two years of comparable work experience using information technology systems to support and train customers, troubleshooting hardware and software problems, and/or performing routine systems maintenance, or one year of college-level course work in computer operating systems, hardware and software can be substituted for one year of work experience.

MATHEMATICAL SKILLS: Ability to apply concepts such as fractions, percentages, ratios, and proportions to practical situations.

REASONING ABILITY: Ability to define problems, collect data, establish facts, and draw valid conclusions. Ability to interpret an extensive variety of technical instructions in mathematical or diagram form and deal with several abstract and concrete variables.

CERTIFICATES AND LICENSES:

- California Driver's License (required by the first day of service).
- First Aid Certificate is preferred.
- CCNA Certification preferred.
- Network+ preferred

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. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Work is completed within an office environment that has multiple interruptions and requires frequent travel between district sites. Ability to read, analyze, and interpret general business periodicals, professional journals, technical procedures, or governmental regulations. Ability to write reports, business correspondence, and procedure manuals. Ability to effectively present information and respond to questions from groups of administrators and the general public.

While performing the duties of this job, the employee is regularly required to sit and talk or hear, stand, walk, reach with hands and arms; stoop or kneel; crawl. The employee must regularly lift and/or move and carry twenty five (25) pounds. Occasionally lifts up to fifty (50) pounds. However, if lifting more than fifty (50) pounds a partner must be used. The employee is routinely required to use ladders for climbing, repairing and installing hardware; Specific vision abilities required by this job include close vision and the ability to adjust focus.

WORK ENVIRONMENT: The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The noise level in the work environment is usually very quiet, but in lab situations it may be moderate to noisy.