

## **DINUBA UNIFIED SCHOOL DISTRICT**

### **CLASS TITLE: INFORMATION TECHNOLOGY SPECIALIST-LEAD**

#### **BASIC FUNCTION:**

Under the direction and supervision of the Director of Information Technology; lead, design, implement and maintain the District's technology and network infrastructure; facilitate, assign and prioritize Information Technology service request tickets; assign daily employee schedules, duties and priorities; install, maintain, configure, troubleshoot and repair computer hardware, software, peripherals, and network/communications systems to prevent service interruption at an assigned school site or at the District Office; serve as a member of the Department's leadership team.

#### **REPRESENTATIVE DUTIES:**

##### **ESSENTIAL DUTIES:**

Lead, design, implement and maintain the District's technology and network infrastructure; maintain multi-site network operations and software applications; oversee the development and implementation of methods to assure the security and integrity of privileged and sensitive data.

Facilitate, assign and prioritize IT service request tickets; assign daily employee schedules, duties and priorities; review work for accuracy, completeness and compliance with established standards and procedures; train and provide work direction and guidance to assigned personnel; serve as a member of the Department's leadership team.

Install, maintain, configure, troubleshoot and repair computer hardware, software, peripherals, and network/communications systems at an assigned school site or at the District Office; install and repair network devices as assigned.

Research, develop and manage the design, specification, configuration, installation and maintenance of the Local Area Network (LAN) and Wide Area Network (WAN).

Oversee and monitor Active Direct and Exchange environments and Google applications for education (GAFE); manage, maintain and deploy District chromebooks.

Design, deploy and lead project management of network upgrades; manage assigned projects and program components to deliver services in accordance with established objectives; design, setup and configure complex switching environments; lead the evaluation of new technological developments and vendor products as required to meet the District's goals.

Manage Information Technology central backup solutions and operating systems; perform regular maintenance on assigned information technology systems.

Supervise the administration of systems and servers related to networks to assure availability of services to authorized users.

Install, configure and assist in the use of various operating systems and software applications; troubleshoot and resolve software and hardware related problems; diagnose and provide solutions and route complex issues to appropriate personnel; test and deploy software updates for end user systems; arrange for maintenance and repairs as needed; monitor equipment and respond to malfunctions and alarms.

Install, configure and maintain networks and related equipment; install hardware, cabling, wiring, hubs, routers, wireless success points, switches and other network components; monitor and evaluate network performance; identify network performance problems and address concerns.

Review network needs and implement network repairs; maintain network documentation such as procedures, diagrams, maps, plans and specifications; prepare, maintain and replace back-up data field.

Assist with the configuration of wireless network access for personal devices; troubleshoot wireless connections, hardware, software and related applications; install, configure, maintain and troubleshoot VOIP phones and related communication management systems.

Provide more complex technical assistance to District personnel, administrator and others concerning computer operations, hardware, software, applications, network systems and related malfunctions; receive and respond to inquiries and work orders; coordinate work orders and assure the smooth running of District computer systems; provide detailed technical information concerning equipment, hardware, software, connectivity, configuration, malfunctions, applications, practices, techniques and procedures.

Provide recommendations of replacement and upgrades of operating systems and software; assist schools with the selection and installation of information technology system needs; perform upgrades on older computer equipment; maintain records of equipment and malfunctions.

Establish and maintain automated records and files related to work orders and inventory; initiate queries and generate various documents and reports; assure accuracy of input and output data.

Monitor available system disk space; manipulate internal data files to enhance efficiency of applications and integrity of data as needed; move files as necessary to provide for program running; assure database integrity and enhance system performance.

Consult with vendors, service providers and technical support regarding purchase of parts, equipment, status of repairs and software and hardware related questions.

Communicate with personnel, administrator, vendors and various outside agencies to exchange information, coordinate projects and resolves issues or concerns.

Drive a vehicle to sites to conduct work; prioritize and respond to emergency service calls.

Operate a variety of hand tools and testers; operate a variety of computers, servers, peripherals, switches, cables, meters, analyzers and specialized software; perform equipment tests using specialized equipment.

Attend, conduct and participate in a variety of meetings as assigned; participate in a variety of special technology projects and collaborate with contractors on network projects as directed.

**OTHER DUTIES:**

Assist other departments on special projects as assigned.

Perform related duties as assigned.

**KNOWLEDGE AND ABILITIES:**

**KNOWLEDGE OF:**

Principals and techniques of system and network analysis.

Advanced principles, theories and techniques of network design.

Computer hardware systems, software applications and languages utilized by the District.

Practices, procedures and techniques involved in the installation, configuration, maintenance, troubleshooting, diagnosis and repair of computer hardware, software, peripherals and network systems.

WAN and LAN network topology and terminology.

Routing, switching and communication protocols.

Authentication controls and encryptions standards.

Principles, methods and procedures of operating computers and peripheral equipment.

Database structures, on-line applications and system capabilities of District computer systems.

Materials, methods and tools used in the operation and repair of computer and network systems.

General principles, practices, procedures and equipment involved in network administration.

Materials, methods and tools used in the operation and repair of computer and network systems.

Manual instructions sufficient to enable quick and accurate diagnosis of technology issues.

Network management software applications.

Record-keeping techniques.

Technical aspects of field of specialty.

Oral and written communication skills.

Applicable laws, rules and regulations related to assigned activities.

Inventory methods and practices.

Proper methods of storing equipment, materials and supplies.

**ABILITY TO:**

Perform skilled work in the repair, maintenance, configuration and installation of a variety of computer hardware, software, peripherals, network systems and peripherals.

Provide technical assistance to computer systems users.

Troubleshoot, diagnose and repair basic system malfunctions to maintain system operations.

Research, analyze and recommend new system software and hardware.

Understand and follow complex instruction manuals.

Make equipment adjustments and perform routine maintenance.

Communicate effectively both orally and in writing.

Work independently with little direction.

Maintain current knowledge of technological advances in the field.

Establish and maintain cooperative and effective working relationships with others,

Use assigned software at a proficient level.

Meet schedules and timelines.  
Prioritize and schedule work.  
Maintain records and prepare reports.  
Plan and organize work.  
Operate a variety of hand tools and testers.  
Operate a variety of computers, servers and peripherals properly and efficiently.

**EDUCATION AND EXPERIENCE:**

Any combination equivalent to: associate's degree in computer science, information technology, information systems or related field and five years' increasingly responsible experience in network administration and the installation, maintenance and repair of computer hardware, software and peripherals.

**LICENSES AND OTHER REQUIREMENTS:**

Valid California Class C driver's license.

**WORKING CONDITIONS:**

**ENVIRONMENT:**

Indoor and outdoor environment.  
Constant interruptions.  
Driving a vehicle to conduct work.

**PHYSICAL DEMANDS:**

Dexterity of hands and fingers to operate hand tools, computer keyboards and other assigned equipment.  
Reaching overhead, above the shoulders and horizontally.  
Climbing ladders and working from heights.  
Sitting or standing for extended periods of time.  
Lifting and carrying moderately heavy equipment.  
Bending at the waist, kneeling or crouching.  
Seeing to perform computer repair duties.

**HAZARDS:**

Working at heights.

Employee \_\_\_\_\_ Date \_\_\_\_\_

The above statements are intended to describe the general nature and level of work being performed. They are not intended to be construed as an exhaustive list of all responsibilities, duties, and skills required of personnel so classified.

Board Approved: March 9, 2017