

DINUBA UNIFIED SCHOOL DISTRICT

CLASS TITLE: INFORMATION TECHNOLOGY SPECIALIST

BASIC FUNCTION:

Under the direction and supervision of the Director of Information Technology, install, maintain, configure, troubleshoot and repair computer hardware, software, peripherals, and communications systems to prevent service interruption at an assigned school site or at the District Office; create and implement instructional strategies and materials for training the public, vendors, administrators, teachers, staff and students in the operation of computers, peripherals, and related equipment.

REPRESENTATIVE DUTIES:

ESSENTIAL DUTIES:

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

Install, configure and assist in the use of various operating systems and software applications; troubleshoot and resolve software and hardware related problems; determine type of work order requests; 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.

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; install hardware, cabling, wiring, hubs, routers, wireless access points, switches and other network components

Provide technical assistance and help desk user support to District personnel, administrator and others concerning computer operations, hardware, software, applications, network systems and related malfunctions; receive and respond to inquiries or 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.

Input and update work orders and related data and information into an assigned computer system;

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.

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; set up computers and related technology for staff use, special events, conferences and trainings as directed; check in and out software and equipment as needed.

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

Attend 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; participate in trainings as assigned.

OTHER DUTIES:

Assist other departments on special projects as assigned.

Perform related duties as assigned.

KNOWLEDGE AND ABILITIES:

KNOWLEDGE OF:

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.

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 principals, 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.

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.

Make equipment adjustments and perform routine maintenance.

Communicate effectively both orally and in writing.

Understand and follow oral and written instructions.

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: graduation from high school supplemented by college level coursework in computer science technology or a related field and three years of computer and network experience involving 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