

# LYON COUNTY SCHOOL DISTRICT

## District – Information Technology – Lead Technician and SIS Assistant

---

**Job Group:** Information Technology

**Classification:** Classified

**Terms of Employment:** Pay Grade 30 on the Classified Salary Structure  
(12 month) **FLSA STATUS:** NON-EXEMPT

### **POSITION SUMMARY:**

This position is responsible for Helpdesk operations and also assists the Student Information Services Administrator. This position assists in the management of the district help desk system and assigns tickets as needed to IT Technicians and assists in database management, data collection and validation, the production of required state/district reports, and serves as support staff for Information Technology Technicians.

### **ESSENTIAL DUTIES AND RESPONSIBILITIES:**

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

1. Supervise the help ticket system and ensure tickets are being closed efficiently, accurately, and completely.
2. Submit weekly reports to the Information Technology Manager on response times, number of tickets closed per technician, and survey feedback.
3. Receive, analyze, and report on feedback surveys from end users on technician attitude, response time, and technical knowledge of the technician along with “resolved on first visit” data, and any other survey data deemed necessary.
4. Assist with, maintain, troubleshoot and repair networked computers, printers, tablets, and other District approved end user peripheral devices.
5. Coordinate training for help desk technicians on Helpdesk operation, troubleshooting techniques, and basic networking.
6. Use established guidelines for disposal of equipment including end of life, end of support and appropriate replacement policy.
7. Assist the network administrators performing specific tasks related to server operation and network devices.
8. Installs or assists in installation of hardware and peripheral components such as monitors, keyboards, printers, and disk drives on user's premises.
9. Responds to client inquiries concerning systems operation and diagnosis system hardware, software, and operator problems.
10. Assist Network Administrators with creation and maintenance of end user accounts, permissions, and access rights.
11. Assist all Information Technology Technicians with troubleshooting and only then referring appropriately to Network Administrators.
12. Serves as a reserve Information Technology Technician if needed/assigned by IT Manager
13. Assist the Student Information Systems Administrator:

- a. In the management of the Student Information System including, but not limited to, creating user accounts, resolving technical problems, modifying the system to meet district needs, supporting staff in the use and problematic issues of the system, oversight of student scheduling, transcripts, report cards, historical grades, photo imports, course coding and creation, student records retention, and data health.
  - b. Assist in the management of parent and staff communication system setup, security, and reporting.
  - c. Assist with the preparation of reports as directed.
  - d. Assist with the annual enrollment audits done by the Nevada Department of Education.
  - e. Assist with the annual roll over in the Student Information System as well as the Financial Software System.
  - f. Create new courses and codes in the student information system to meet school needs and district/state requirements as directed by the IT Manager or designee
14. Performs and participates in other related duties as assigned by the IT Manager or their designee.

**POSITION EXPECTATIONS:**

- 1. Ability to communicate technical information effectively to non-technical audiences and to illustrate project goals and progress to other departments/divisions, and agencies outside the District.
- 2. Ability to plan, organize, prioritize, work independently, and create highly professional written work.
- 3. Effective communication, collaborative, and interpersonal skills.
- 4. Demonstrated ability to work effectively with school and administrative personnel, peers, parents, and community members.
- 5. Effective skills in planning, organizing, and coordinating activities and project management.
- 6. Interpersonal skills using tact, patience, and courtesy.
- 7. Use good judgment in applying established guidelines to solve work problems.
- 8. Work independently and without close supervision but as directed.
- 9. Adapt to changing situations and environments.
- 10. Follow complex oral and written instructions, including technical manuals.
- 11. Work with other employees as part of a team.
- 12. Ability to appropriately handle stress and interact with others, including supervisors, coworkers, teachers, and students.
- 13. 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 three (3) years' IT experience in an IT, MIS or similar position

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 (2) 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)

<b>ESSENTIAL FUNCTION</b>	<b>LESS THAN 25% OF TIME</b>	<b>25% TO 49% OF TIME</b>	<b>50% TO 74% OF TIME</b>	<b>75% TO 100% OF TIME</b>
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: \_\_\_\_\_