BUENA PARK SCHOOL DISTRICT

TECHNOLOGY SPECIALIST II

DEFINITION

Under the direction of an assigned supervisor, will support all of the requirements and tasks associated with the Technology Specialist II Job Description, as well as support, install, and administer computer and server systems, networks, network services, and applications supporting the District infrastructure; resolve hardware, software and network issues; maintain advanced technology equipment and services; provide higher level support for other District technology specialists.

EXAMPLE OF DUTIES:

- Support, maintain, and manage the Library and Asset Management System
- Support and maintain SQL Servers, rostering servers and services (both cloud and on premise), the District's learning management system and student information system, Active Directory Servers and services, District security applications and appliances
- Maintain and manage the District's and school sites' website
- Install, support, and maintain Windows Servers
- Provide configuration and provisioning support for Cloud based services for Azure\M365, Google, Apple, and other curriculum and educational content providers
- Use a variety of data communications and network diagnostic computer programs, common network tools and testing equipment
- Provide assistance and support for facility technology planning and related work with District departments, outside contractors, and consultants
- Coordinate and assist with on-site inspections of contract work to ensure standards and specifications are met and work is completed
- Develop and maintain current standard operating procedures for use of technology and related services
- Troubleshoot software and equipment and recommend alternative repairs and/or replacements
- Attend work related meetings and in-service trainings and participate as directed
- Serve as a technical resource and train District staff in the use of technology as needed
- Operate a variety of office and technology support equipment including various hand tools, a computer and assigned software;
- Drive a vehicle to conduct work at various District locations
- Provide afterhours support as needed
- Provide other duties as assigned

QUALIFICATIONS

Knowledge Of:

- Standards of wiring including twisted-pair and coaxial
- LAN/WAN technologies and concepts
- Communication systems from Microsoft, Google, and Zoom
- Use, support, and mobile device management platforms (MDM): JAMF, Google, and/or Microsoft Intune
- Support Learning Management Systems such as Canvas, See Saw, and Google Classroom
- Support Rostering systems: Classlink and Clever
- Support Apple School Manager, Apple Classroom, and Device enrollment
- Standard operating systems for various computer, server and switches platforms such as Apple iOS, MacOS, Microsoft Windows, Android, Chrome, Linux, Windows Server 2008 and above
- Systems and network level support and management of Active Directory, Azure, Office 365, Google Suites, Apple School Manager, network and application infrastructure; VMware; backup and recovery; patch management

- Standard diagnostic and general utilities for the Apple, Chrome, and PC computers
- Configuration, implementation, installation, maintenance, troubleshooting, and/or repair of network communication equipment including wireless access points, computers, peripherals, A/V systems and mobile devices
- Proper methods, materials, tools and equipment used in the computer and networking infrastructure and cabling equipment repair
- Replacement parts availability and cost
- Appropriate safety precaution and procedures

Ability To:

- Communicate clearly and effectively with technical and non-technical personnel
- Establish and maintain effective working relationships with a wide variety of users and maintains a high level of professionalism making the needs of users a top priority
- Meet schedules and timelines
- Organize and present information using standard productivity tools including word processors, spreadsheets, presentation, and diagram/graphics programs
- Understand and follow oral and written directions
- Operate network diagnostic equipment and utilities
- Perform light physical labor
- Perform network, computer and peripheral equipment diagnostics, maintenance and repair
- Utilize tools, test equipment and materials of the network and computer equipment repair
- Plan and lay out network and computer repair work including estimating labor, time, and material costs
- Work from plans, specifications, diagrams and technical manuals
- Operate district vehicles, observing legal and defensive driving practices
- Maintain accurate records and technology inventory
- Install and configure networked and standalone software applications
- Configure computers, printers and peripheral equipment with proper network protocols
- Create and maintain devices operating system applications, user accounts and rights
- Work with network team and assist in server and network application
- Maintain tools and equipment used and assigned clean and in working order
- Learn new and complex computer and network systems to keep pace with rapidly expanding technology
- Understand and carry out oral and written directions; communicate effectively with district administrators, certificated and classified employees
- Provide technical guidance to field service and network staff
- Adhere to all applicable attendance rules and regulations, and to perform all essential functions of the job with or without reasonable accommodations
- Provide afterhours support as needed

EXPERIENCE

- A minimum of two years supporting and maintaining JAMF MDM and Apple Devices
- A minimum of two years maintaining Active Directory, Azure\M365, and Windows systems
- A minimum of two years supporting Crestron or Extron A/V experience
- A minimum of two years of school or school district experience

EDUCATION
Equivalent to the completion of the twelfth grade, supplemented by training or course work in networking, information technology, Microsoft Active Directory management, organization and supervision, and related PC and Apple technical skills.

Desirable Qualifications:
A bachelor's degree in Computer Science, Information Technology, Information Systems, or other technology related field.

WORKING CONDITIONS
Environment:
Office and school environments
Constant interruptions

Physical Demands:
Visual ability to read handwritten or typed documents and the display screen of various office equipment and machines; ability to conduct verbal conversation in English; hear normal range verbal conversation (approximately 60 decibels); Sit, stand, stoop, kneel, bend and walk; operate a vehicle for work; sit for sustained periods of time; climb stairs, steps, and step ladders; lift and carry up to 25 pounds; exhibit full range of motion for shoulder external rotation and internal rotation, shoulder abduction and adduction, elbow flexion and extension, shoulder extension and flexion, hip flexion and extension and knee flexion; demonstrate manual dexterity necessary to operate calculator, typewriter and/or computer keyboard at the required speed and accuracy; and conduct frequent repetitive arm, hand and body motion.

LICENSE REQUIREMENT:
Possession of a valid California Motor Vehicle Operator's License

CONDITION OF EMPLOYMENT:
Insurability by the District's liability insurance carrier to operate District vehicles for work

12-month position
Range 50

Board Approval Date: 2-13-24