JOB DESCRIPTION

INFORMATION TECHNOLOGY TECHNICIAN

Definition:
Under general supervision, perform a combination of technical and support services in the installation, operation, and troubleshooting of computers and associated peripherals, mobile devices, classroom and office technology and other emerging technologies; install and troubleshoot software, applications, hardware, and network components; provide support services to users.

Essential Job Functions:
The duties listed are typical, but not exclusive:

- Provide support in person or remotely for help desk calls and tickets, determining whether problems are caused by hardware or applications/software, and resolve issues on the spot with the user when possible.
- Use remote support software and other emerging technologies to provide initial technical support to users and create service tickets for reported issues, routing tickets to appropriate support personnel if needed.
- Receive, configure, and install computers, peripheral equipment, mobile devices, classroom and office technology, and applications/software.
- Perform diagnostics on computers, peripheral equipment, mobile devices, and classroom and office technology; install and support operating systems, applications/software, and network configuration on computers and mobile devices.
- Diagnose and repair advanced hardware and application/software problems.
- Provide support for the District's networking operations, including installation assistance and resolution of basic network problems.
- Assist teachers to incorporate technology resources into classroom instruction.
- Coordinate with vendors for technical support, maintenance or repair of computers, peripheral equipment, mobile devices, classroom and office technology, and applications/software.
- Establish and maintain complete and accurate technical support records and records of completed work.
- Maintain and update hardware and software inventory.
- Maintain an inventory of replacement parts, tools, test equipment and supplies for use in the service and repair of computers, mobile devices, and classroom and office technology.
- Perform backups and user data transfer as appropriate; archive and restore data as needed. Provide and assist in providing users with training for computers, peripheral equipment, mobile devices, classroom and office technology, and applications/software; assist users in accessing and interpreting information in manuals and electronic forms of documentation.

Essential Job Functions: (continued)
- Participate in District training programs.
- Pick up and deliver equipment at District facilities.
- Maintain current knowledge of technological advances and industry standards and trends.
- Perform related duties as assigned.

Other Job Functions:
- Assists other personnel as required for the purpose of supporting them in the completion of their work activities.
- Attends meetings as needed for the purpose of conveying and/or gathering information required to perform functions

Essential Job Requirements - Qualifications:
Knowledge of:
- General application software related to assigned activities.
- Microcomputer and mobile applications, operations, and peripheral   equipment.
- Reporting procedures, record keeping, and report generation.
- Basic arithmetic.
- Modern office methods, practices, and procedures involving the use of classroom and office technology, computers and peripherals, mobile devices and related equipment.

Ability to:
- Learn and effectively use software specific to District needs.
- Read, comprehend, and apply general instructions and related technical information.
- Train or assist in providing training to users.
- Provide technical assistance.
- Operate computers, peripherals, mobile devices, and classroom/office technology.
- Install software and applications and provide instructions on its use.
- Generate and maintain records as they pertain to their duties and assignments.
- Troubleshoot microcomputers and peripherals, mobile devices, classroom and office technology, and related software and applications.
- Work effectively with minimal supervision.
- Understand and follow oral and written instructions.
- Communicate effectively both orally and in writing.
- Establish and maintain cooperative and effective working relations with others.
- Work effectively under pressure in fast-paced environment with strict deadlines.
- Work efficiently with frequent interruptions.
- Schedule and perform work to meet established deadlines.
- Understand the basic concepts of child growth and development and possess a genuine liking for students.

Physical Requirements:

The physical requirements below are necessary to perform the essential functions. Reasonable accommodation will be made to enable a person with a disability to perform these functions.

- Work environment is daily travel to District facilities for repairs/maintenance. Requires willingness and ability to travel to multiple sites, move about both inside buildings and outside, walk and move over uneven and sometimes slippery or rough ground, work in hot, cold and rainy weather, and work around frequent noise.
- Physical, mental and emotional stamina to work under sometimes stressful conditions, with frequent distractions and interruptions and deal with angry/upset people in a calm and professional manner.
- Sufficient hand/eye coordination and manual dexterity to use a variety of handheld tools and machinery, write, and prepare/complete required paperwork.
- Sufficient hearing to conduct in-person and telephone conversations.
- Ability to speak in an understandable voice with sufficient volume to be heard in normal conversational distance, on the telephone and using radio equipment.
- Sufficient mobility to walk, bend, kneel, stoop, reach, stand and move around for extended periods of time up to an eight-hour shift (with the exception of breaks and lunch).
- Ability to climb ladders.
- Ability to lift up to 50 lbs. on a regular basis.

Education and Training Required:

Any combination equivalent to: graduation from high school supplemented by coursework in microcomputer hardware/software, applications and networking; two (2) year of computer related support experience including hardware and software applications; experience in the use of classroom and office technology.

Licenses, Certifications and Testing Required:

- Fingerprint/criminal justice clearance.
- Tuberculosis clearance.
- Must possess or have the ability to obtain a valid California Drivers license.
- Must possess or have the ability to obtain an A+ Computer Certificate within three (3) months after initiation of employment.

Employment Category: **Classified Bargaining Unit**   **Work Year: 247 Days**
Work Day: 8 Hours
Salary Schedule: Row 24

Board Approved: 6/28/2015