



JOB DESCRIPTION

Information Technology Technician



Reports to:	Director of Information Technology	Employment Group / Salary Range:	Classified Range M
Dept:	Information Technology	FLSA:	Non-exempt
Annual Work Days:	261	Formal Review Date: Board Approval Date:	7/07/23 9/11/23

PRIMARY FUNCTIONS

Under general supervision, provides Tier 1 and Tier 2 user support; performs installs, configures, troubleshoots, maintains and repairs desktop/laptop computers, tablets, software, document cameras, printers, and other peripherals; provides technical IT enterprise/infrastructure support to District offices and facilities; maintains inventory and repair records; and performs related duties as assigned.

ESSENTIAL DUTIES & RESPONSIBILITIES

The duties listed below are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to this class.

- Responds to Helpdesk tickets regarding computer-related hardware and software problems; troubleshoots and identifies solutions for login difficulties, network connectivity issues, operating system and software malfunctions; repairs and upgrades District laptops, desktops, mobile devices, and peripheral equipment.
- Travels to District sites to troubleshoot equipment problems and assist users in resolving District computer hardware and software problems.
- Installs, configures, and upgrades hardware and standard software in accordance with established end-user profiles; establishes and configures network connectivity for District hardware and devices, including network printers, wireless phones, and tablets.
- Supports users on basic care, operation, usage procedures and rules pertaining to District computers, monitors, printers, keyboards, tablets and other related peripherals; support users on applications, hardware/software operations and interface usage.
- Diagnoses District hardware, software and network malfunctions; researches potential solutions; replaces components and performs other maintenance and repairs; installs and configures replacement equipment and cables; applies necessary patches; evaluates computer hardware and recommends repair or replacement.
- Participates in the day-to-day administration, maintenance, modification, troubleshooting, repair and support of the District's data and communication infrastructure systems and equipment including switches, routers, firewalls, radios, VoIP phones, servers, wireless access points, and other network communications systems and services.

- Performs routine enterprise network and data monitoring, configuration, troubleshooting, and repair in order to protect the integrity and confidentiality of District systems.
- Installs, maintains, and monitors the health of the security camera systems installed on interiors and exteriors of District facilities; installs and maintains facility access control system; installs and maintains IP speakers and IP sensors. Assists with the install and health monitoring of security systems.
- Installs, troubleshoots, and maintains audio, video, and data cable infrastructure for District facilities.
- Participates in maintaining, configuring, integrating, programming, and testing radio communication systems.
- Maintain inventory and repair records for District technology equipment; Including asset management in a warehouse environment.
- Determines if equipment is under warranty, contacts the appropriate vendor and arranges/tracks repairs.
- Provides backup coverage and support for other information technology support staff.
- Performs related duties as assigned.

QUALIFICATIONS

Education and Experience:

Any combination of experience and training that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

Graduation from an accredited two-year college with an associate degree in computer science, information technology, computer engineering or a closely related field, and at least two years of end-user support services including resolving computer hardware, software, network and applications problems; or an equivalent combination of training and experience.

Licenses, Certificates and Other Requirements:

- A valid California driver's license and the ability to maintain insurability under the District's vehicle insurance program may be required in some assignments.
- A+ Certification or Net+ Certification issued by the Computing Technology Industry Association, Microsoft 365 Certification: Fundamentals certification or comparable, Professional Google Workspace Administrator certification or comparable is desired.

KNOWLEDGE, SKILLS AND ABILITIES

Knowledge of:

- Methods and techniques of customer service and troubleshooting to determine causes of computer hardware and software problems and device errors and failures.
- Methods and techniques for the installation and configuration of hardware, software and network connectivity.

- Standard business and educational software, including word processing, spreadsheet, presentation, graphics and database programs.
- Effective troubleshooting and diagnostic techniques.
- Effective user support methods.
- Basic principles, practices and methods of end-user device administration and maintenance, including configuration, performance tuning and using diagnostic tools.
- Principles and operational characteristics of computer systems, VoIP systems and audio-visual systems including communication hardware, operating software and associated infrastructure.
- Standard programming and scripting languages and utilities applicable to assigned area of responsibility.
- Principles of electricity, electronics and computer hardware and software design as they relate to installation and maintenance of audio, voice, video and radio communications systems and equipment.
- Basic principles and practices of information systems security and intrusion defense.
- District rules, regulations and requirements related to job requirements.

Skills and Abilities to:

- Communicate and interface with users on a non-technical level to troubleshoot and research solutions to workstation and system issues.
- Organize, set priorities and take initiative in areas of responsibility with limited supervision.
- Learn and apply new skills related to new hardware, software, and related technologies quickly.
- Install and configure current computer operating systems, computing equipment, peripheral equipment, wireless devices, and other technology tools.
- Perform routine to complex tasks and projects related to the installation, maintenance and upgrade of computing and communications equipment, infrastructure and systems.
- Operate and interpret diagnostic test equipment and perform routine-to-moderate troubleshooting tasks to resolve communication and interoperating problems.
- Communicate effectively, both orally and in writing.
- Understand and follow written and oral instructions.
- Operate a computer and use standard business software.
- Establish and maintain effective working relationships with all those encountered in the course of work.
- Understand and be sensitive to and respectful of the diverse academic, socioeconomic, cultural, disability, and ethnic backgrounds of students, faculty, and staff.

PHYSICAL AND MENTAL DEMANDS

The physical and mental demands described here are representative of those that must be met by employees to successfully perform the essential functions of this class. Reasonable accommodations may be made to enable qualified individuals with disabilities to perform the essential functions.

Physical Demands:

While performing the duties of this class, employees are regularly required to talk or hear, in person and by telephone; sit, walk and stand; use hands to handle, feel or operate objects, tools or controls; reach with hands and arms; and perform repetitive movements of hands or wrists. The employee is frequently required to lift up to 50 pounds and occasionally lift up to 125 pounds with assistance. Specific vision abilities required by this job include close vision, distance vision, use of both eyes, depth perception and the ability to adjust focus.

Mental Demands:

While performing the duties of this class, employees are regularly required to use written and oral communication skills; read and interpret data, information and documents; analyze and solve problems; observe and interpret situations; use math and mathematical reasoning; observe and interpret people and situations; learn and apply new information and skills; perform highly detailed work; work on multiple, concurrent tasks; work with frequent interruptions; and work under intensive deadlines.

WORKING ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this class. Reasonable accommodations may be made to enable qualified individuals with disabilities to perform the essential functions.

Employees work under typical office and warehouse conditions subject to frequent public contact and interruption and to intermittent exposure to individuals acting in a disagreeable fashion. The employee occasionally works outdoors exposed to weather conditions, indoors in confined spaces, and heights up to 25'. Some job duties require use of ladders, scissor lift, forklift, powerjacks, and pallet jacks.

The employee may be required to travel to locations other than assigned work site and to adjust to work schedule changes and requirements to work overtime.

EMPLOYEE CERTIFICATION OF JOB DESCRIPTION

I hereby acknowledge I have read and understand the content of this job description. I have had the opportunity to ask questions and have those questions answered about the general duties and responsibilities of this job. I understand that the job description may be revised from time to time in the future by the Patterson Joint Unified School District Governing Board in consultation with my professional association as needed and where applicable.

I understand and agree nothing in this job description should be construed as a contract of employment. My employment with the Patterson Joint Unified School District is contingent upon execution of a signed contract approved by the board of trustees. Continued employment is subject to my adherence to board policy, state and federal laws, the collective bargaining agreement between my association and the district where applicable, and my performance evaluation.

I further acknowledge that it is my responsibility to notify my supervisor immediately in the event I may need reasonable accommodations to perform the primary functions, general duties and responsibilities, or the physical, mental and social requirements of this job.

Employee Signature

Date

Name Printed