# Job Description

Alameda Unified School District

## Instructional Technology (IT) Technician

**Purpose Statement**

The job of Instructional Technology (IT) Technician is done for the purpose/s of supporting the use of technology in the classroom and library; maintaining equipment and software; resolving requests for assistance; and providing in-service training and documentation.

This job reports to Assigned Administrator

**Essential Functions**

- Diagnoses malfunctions of computer hardware and/or software applications for the purpose of determining appropriate actions to discard or reinstate operations.
- Maintains a variety of items (e.g. district archives, inventory of equipment and supplies, etc.) for the purpose of ensuring the availability and accurate inventory of departmental materials.
- Maintains computers, peripherals, network equipment and software applications (e.g. installing upgrades, testing, (re)configuring,google education, etc.) for the purpose of meeting the computer processing needs of the users.
- Prepares a variety of written materials (e.g. work order summaries, escalation requests, equipment identification, user updates, etc.) for the purpose of documenting activities, providing written reference and/or conveying information.
- Prioritizes work and work requests (e.g. work orders, imaging, new equipment, etc.) for the purpose of meeting District and department requirements.
- Processes work order requests in priority order for the purpose of completing repairs, replacements, and updates.
- Provides training and/or support to teachers and new faculty for the purpose of ensuring ability to fully utilize District computer resources.
- Repairs computers and peripherals for the purpose of maintaining computer equipment in a safe and functional operating condition.
- Requests equipment, supplies and materials for the purpose of maintaining availability of required items and completing jobs efficiently.
- Researches a wide variety of topics (e.g. audiovisual equipment, vendors, outsource facilities, and emerging technology, etc.) for the purpose of recommending purchases, vendors/suppliers and being knowledgeable on developments in the industry.
- Responds to inquiries from a wide variety of groups or individuals (e.g. of event planners, teachers, the public, parents and/or students, etc.) for the purpose of providing technology related information and/or direction.
- Sets-up classroom and computer labs (e.g. hardware, peripherals, network equipment, application software, etc.) for the purpose of maintaining safe and effective district and site operation including classrooms, library and computer labs.

- Troubleshoots equipment malfunctions (in person or by telephone) (e.g. audiovisual equipment, wiring classroom equipment, computer to video projectors and/or TV monitors, etc.) for the purpose of performing minor repairs and/or referring to repair services.

**Other Functions**

- Attends meetings with District staff and/or as assigned for the purpose of conveying and/or gathering information required to perform functions.

- Performs other related duties as assigned for the purpose of ensuring the efficient and effective functioning of the work unit.

**Job Requirements: Minimum Qualifications**

**Skills, Knowledge and Abilities**

SKILLS are required to perform multiple, technical tasks with a need to periodically upgrade skills in order to meet changing job conditions. Specific skill based competencies required to satisfactorily perform the functions of the job include: adhering to safety practices; preparing and maintaining accurate records; and utilizing pertinent software applications.

KNOWLEDGE is required to perform advanced math; read technical information, compose a variety of documents, and/or facilitate group discussions; and solve practical problems. Specific knowledge based competencies required to satisfactorily perform the functions of the job include: local computer and peripheral setup and operation; understanding of network protocols; and troubleshooting methods.

ABILITY is required to schedule activities, meetings, and/or events; often gather, collate, and/or classify data; and consider a variety of factors when using equipment. Flexibility is required to work with others in a wide variety of circumstances; analyze data utilizing defined but different processes; and utilize equipment under a variety of conditions for multiple purposes. Ability is also required to work with a diversity of individuals and/or groups; work with data of varied types and/or purposes; and utilize a wide variety of types of job-related equipment. Problem solving is required to analyze issues and create action plans. Problem solving with data requires analysis based on organizational objectives; and problem solving with equipment is significant. Specific ability based competencies required to satisfactorily perform the functions of the job include: displaying mechanical aptitude; adapting to changing work priorities; establishing effective working relationships; communicating with diverse groups; being attentive to detail; and working under time constraints.

**Responsibility**

Responsibilities include: working under limited supervision using standardized practices and/or methods; leading, guiding, and/or coordinating others; monitoring budget expenditures. Utilization of some resources from other work units is often required to perform the job's functions. There is some opportunity to impact the organization’s services.

**Work Environment**

The usual and customary methods of performing the job's functions require the following physical demands: significant lifting, carrying, pushing, and/or pulling, some climbing and balancing, frequent stooping, kneeling, crouching, and/or crawling and significant fine finger dexterity. Generally the job requires 80% sitting, 10% walking, 10% standing. The job is performed under conditions with some exposure to risk of injury and/or illness and in some varying atmospheric conditions.

**Experience:** Job related experience is required.

**Education:** Targeted, job related education with study in job-related area.

**Required Testing**

None Specified

**Certificates and Licenses**

None Specified

**Continuing Educ. / Training**

None Specified

**Clearances**

Criminal Background Clearance
Tuberculosis Clearance

| FLSA Status | Approval Date | Salary Grade |
| --- | --- | --- |
| Non Exempt | 6/14/2022 | 46 |

**Revised Date**