



SJCOE
EDUCATE · INNOVATE · INSPIRE

Job Description

POSITION: Information Technology System Specialist #2381
Information Technology
Business Services

SALARY PLACEMENT: Classified Salary Schedule
Range 43

MINIMUM QUALIFICATIONS – EDUCATION, TRAINING AND/OR EXPERIENCE:

Possess a Bachelor's Degree in Computer Science or Management Information Systems. May be substituted by experience of a closely related nature. Possess a minimum of three years experience in information systems performing the technical duties required in the areas of networking, systems and servers. Previous experience in a lead capacity within information technology.

CREDENTIALS AND/OR SKILLS AND ABILITIES:

Knowledge of principles and methods of system administration, capabilities and limitations of Windows Desktop and Server hardware and software, Macintosh OS X knowledge a plus. Active Directory, Exchange, virus protection, spam control, automated patching and imaging, cell phone and tablet devices, documentation concepts, and clear written and oral communications.

Ability to analyze procedures and problems, develop and implement improvements and solutions; prepare reports; gather, analyze and organize information; establish and maintain effective working relationships with others in a large and diverse user environment.

SUMMARY OF POSITION:

Under the general direction of the Enterprise Services Coordinator, assumes a lead role in the analysis, testing, implementation, and support of the Enterprise wide computerized information systems in the areas of: automated systems for patching; SPAM control; virus control; Active Directory; Exchange; cell phone and tablet devices; standard desktop hardware and software configurations. Provides guidance for new system implementation and the continuing enhancement of the existing systems. Perform other related duties as required.

ESSENTIAL FUNCTIONS:

Essential functions may include, but are not limited to:

1. Evaluate, configure, and maintain the following Enterprise environments: Active Directory, email, SPAM control, cell phone and tablet devices, virus protection, automated desktop environment imaging and patching.
2. Develop and maintain desktop and server configuration standards.
3. Create clear and concise technical documentation on Enterprise level systems and procedures; coordinate testing and evaluation of vendor software and hardware.
4. Implement new and revised systems by providing training to users and staff; creating and transitioning efficient operational procedures, including effective hardware utilization and adequate backup processes; makes recommendations on technical modifications to the end user hardware and software work environment.
5. Assist individual users and groups with Enterprise hardware and software solutions; trains personnel on Enterprise solutions; communicates procedures for problem solving and system changes.

6. Assists in the research of new products and services that will enhance the technical productivity of the department and enable the Information Technology Department to provide increased levels of service to the user community.
7. Test new software and related upgrades for compatibility with existing systems; upgrade internal workstations as necessary.
8. Report under the Director of Information Technology and Enterprise Services Coordinator.
10. Performs other related duties as assigned.

PHYSICAL REQUIREMENTS:

Employees in this position must have the ability to:

1. Sit for extended periods of time.
2. Enter data into a computer workstation, operate standard office equipment and use a telephone.
3. See and read a computer screen and printed matter with or without vision aids.
4. Hear and understand speech at normal levels and on the telephone.
6. Stand, walk and bend over, reach overhead, grasp, push and move, lift and/or carry up to 25 pounds to waist height.

WORK ENVIRONMENT:

Employees in this position will be required to work indoors in a standard office environment and come in direct contact with SJCOE staff, district staff, and the public.

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