

WESTMINSTER SCHOOL DISTRICT JOB DESCRIPTION

TITLE: TECHNOLOGY SERVICES SPECIALIST

BASIC FUNCTION:

In a network environment and under the direction of the Technology and Information Systems Supervisor, provides assistance in the planning, organizing, and coordinating of the District's Technology Program. Installs, configures, maintains, and troubleshoots microcomputer software, hardware, peripheral equipment; as well as making repairs to computer hardware and peripheral equipment, as needed.

ESSENTIAL DUTIES:

Provides assistance in the planning, organizing, and coordinating of the district's Technology Program.

Installs, configures, maintains, troubleshoots and repairs microcomputer software, hardware, and peripheral equipment.

Assists computer/program users to ensure that software and hardware programs operate in a manner consistent with the intended use.

Maintains equipment and program manuals to ensure that user communication needs can be met.

Prepares schedules, and provides materials for the conduct of training programs and classes for computer/program users.

Assists program users with developing query statements to obtain necessary information to be provided by the system's programs.

Previews computer programs, hardware, and other technology equipment for use by the District, becoming familiar with capabilities and appropriate use.

Provides support in advanced software applications and training.

Assists with the development and use of a variety of reports, logs, and records which can be generated by the various computer programs in use within the District.

OTHER REPRESENTATIVE DUTIES:

Provides support and training for technology services technicians, and other various employees.

Provides phone support for "troubleshooting".

Maintains records of activities, including services provided, time involved in activity(ies) and cost of parts or materials involved.

May be involved in planning for the purchasing and installation of technology equipment.

Performs web mastering duties as needed.

Assists in the maintenance of technology equipment inventory, including related parts.

Performs other related duties as required or assigned.

ORGANIZATIONAL RELATIONSHIPS:

- Supervision: (1) Reports to, is supervised, evaluated, and receives direction from the Technology and Data Information Systems Supervisor.
- (2) No supervision is exercised by this position.
- Internal Contacts: Frequent contact with district and school personnel.
- External Contacts: Some contact with vendors, Macro software personnel, and employees of other school districts and OCDE.

KNOWLEDGE AND ABILITIES:***KNOWLEDGE OF:***

A variety of computers and peripheral equipment used by the school district in a network environment, including principles, methods, and problems of operating such equipment.

Operation of the student records database.

Proper grammar, spelling, punctuation, and vocabulary.

Basic principles of computer technology.

Data communications and teleprocessing principles.

Methods, practices, terminology, and procedures used in computer operations.

Operation of a computer work station in a network environment.

Data control procedures and data entry operations.

Technical aspects of computers, computer functions, operating systems, software programs, and web mastering.

Proper methods for storing equipment, materials, and supplies.

Oral and written communication skills.

Interpersonal skills; using tact, patience, and courtesy.

ABILITY TO:

Speak and present ideas clearly and effectively.

Communicate information processing procedures and requirements to users.

Analyze situations accurately, and adopt effective courses of action.

Detect errors and inaccuracies in information output reports.

Adjust operational schedules according to emergency and priority needs.

Plan and organize work.

Meet schedules and timelines.

Understand and follow oral and written directions.

Establish and maintain cooperative and effective working relationships with others.

PHYSICAL DEMANDS:

While performing the duties of this job, the employee is regularly required to do the following:

- Grasp, grip, handle, or use hands for fine motor tasks.
- Prolonged standing and/or sitting.
- Reach with hands and arms.
- Frequently talk, hear, and listen.
- Occasionally required to stand, walk, climb or balance, stoop, kneel, or crouch.
- Specific vision abilities required of a person in this job include close vision, distance vision, depth perception, and the ability to change focus.
- Regularly lift and/or move objects weighing up to 25 pounds.
- Frequently lift and/or move objects weighing up to 50 pounds.
- Occasionally lift and/or move objects weighing up to 100 pounds with assistance.

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

EDUCATION AND EXPERIENCE:

1. graduation from high school, supplemented by course work in computer science or related fields.

and

2. three (3) years of recent paid experience, including work in positions providing background and working knowledge in information services/technology, key software components, technology hardware and operating systems.

LICENSES AND OTHER REQUIREMENTS:

Possession and maintenance of a valid California Driver's License, and a reliable motor vehicle for personal transportation and insurability by the District's insurance carrier.

PREPARED BY:	<u>Classified Personnel Department</u>	DATE: March, 1996
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APPROVED BY:	<u>Personnel Commission</u>	DATE: April 30, 1996
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