

CLASSIFIED JOB DESCRIPTION

INFORMATION TECHNOLOGY SERVICES - TECHNICIAN

JOB SUMMARY:

Under the direction of the Senior Director of Information Services; performs a wide variety of complex secretarial and administrative duties requiring specialized knowledge, judgment, and interpretation of procedures and regulations; coordinates communications and information, often of a confidential nature; assists with administrative and technical telephone support; manages and provides training for specialized purchasing and communication systems; acts as primary support for parents and inquiries from the general public; manages and maintains department budget and assists in coordinating intricate e-rate and RFP projects.

ESSENTIAL JOB FUNCTIONS:

- Assists in the preparation of Technology contracts, agreements, and proposals for District and department hardware and software as well as capital improvement projects, E-rate and RFP bids.
- Coordinates arrangements for meetings, in-services, annual projects, and conference travel arrangements for department.
- Composes letters, memos, and reports.
- Creates, edits, and proofs reports and other documents.
- Provides information and responds to a variety of inquiries from District staff and the community where judgment, knowledge, and interpretation of procedures and regulations are necessary.
- Oversees maintenance of administrative, correspondence, and confidential files. Processes sensitive personal and Human Resources information – such as private details contained within ERP systems, terminations, and e-discovery findings.
- Assists in the preparation of, and is accountable for, the administration of Information Technology budgets.
- Assists in the processing and tracking of technology purchases for school-sites and other district offices.
- Research information for Information Technology for use with reports, budgets, etc.
- Classifies expenditures, processes miscellaneous invoices; tracks and verifies the accuracy of statements received; inputs new requisitions, sets up annual purchase orders, and closes out year-end accounts/files.
- Coordinates, assembles, and prepares Board agenda items.
- Provides backup helpdesk and phone support with experience and access equivalent to a standard helpdesk staff member (TST).

- Manages, maintains, and provides District training for School messenger; assists parents and community members via We-Tip. Acts as primary point of contact for assisting parents with home technology issues (HAC, not receiving District emails, etc.).
- Assists with monitoring budgets and expenditures and provides financial reports and cost estimates for capital improvement and refresh projects.
- Prioritizes duties and possible duties of other office staff (delegating).
- Processes agreements, proposals, purchase orders, and invoices.
- Schedules appointments and meetings for the Senior Director of Information Technology with District staff, various contractors/vendors, and agencies.
- Maintains absence records for department staff.
- Establishes office procedures and develops and updates written procedures for department.
- Screens visitors, phone calls, and mail.
- Performs related duties as assigned.

ESSENTIAL JOB REQUIREMENTS - QUALIFICATIONS:

- Understanding of the multiple programs assigned to Information Technology; understanding of the District's budget/accounting procedures; knowledge of District policies, practices, and goals.
- Ability to maintain the security of sensitive, confidential, and privileged information; relate to employees and the public in a positive and caring manner; understand and carry out oral and written directions; establish and maintain cooperative working relationships.
- Ability to perform a variety of difficult tasks; ability to prioritize tasks and accomplish them in a timely and accurate manner; ability to work independently.
- Knowledge of modern office practices and procedures, including personal computer applications used for word processing, financial, spreadsheet and presentations.
- High school diploma or GED required. College degree preferred. Minimum 3 years fulltime administrative experience required. Experience working as a helpdesk or customer facing technology support technician strongly preferred.

WORKING CONDITIONS AND PHYSICAL ABILITIES:

Must be able to sit for extended periods of time; possess dexterity of hands, fingers to operate computers, office equipment, and tools; kneel, bend at the waist, reach overhead, above the shoulder, and horizontally to retrieve, store, and work on supplies and equipment.

Classified Salary Schedule: Range 35
BOARD APPROVED: 09/11/24