

CLASSIFIED JOB DESCRIPTION

TECHNOLOGY SERVICES TECHNICIAN II – SOFTWARE

JOB SUMMARY:

Under the supervision of Technology Support Manager, this position plays a critical role in providing comprehensive support and expertise for device management and application rostering and support. This position provides Tier II technical support and guidance to the Helpdesk and acts as an expert on Department ticketing and asset management systems as well as communicating with vendors to purchase and provide guidance and support for District equipment, software and systems.

ESSENTIAL JOB FUNCTIONS:

- Assists with administration and maintenance of District ticketing system; provides insight on improving processes; assists in creation of data reports and dashboards.
- Assists with administration, maintenance and updating of department knowledge base and end-user self-help resources – including intranet, websites and training documentation.
- Develops and delivers technical training sessions to District stakeholders and IT department staff on topics relevant to this position.
- Participates in the creation and execution of District technology plan initiatives, contributing technical expertise and supporting implementation efforts.
- Assist with obtaining service and repair on out-of-warranty devices.
- Communicates and collaborates with vendors to stay updated on technological advancements and opportunities; includes and communicates with District stakeholders.
- Researches and facilitates relevant professional development opportunities for staff as they pertain to the duties of this position.
- Coordinates with procurement and finance departments to obtain quotes for technology purchases and track acquisitions, and disposals - ensuring proper documentation and asset tagging; assists in maintaining department asset management system.
- Assist with providing helpdesk support as needed – including providing end-user support via phone, remotely or and in-person and creating and resolving relevant tickets.
- Provides support, and guidance for use of MDM systems; provides training and assistance to relevant staff on device enrollment and management of devices; works with vendor to troubleshoot and resolve issues and implement updates and features.
- Robust understanding of how “core” District applications are used by teachers with their students; ability to administer and troubleshoot rostering and user issues; provides feedback and suggestions to IT department and relevant stakeholders on how to improve processes and better support and train staff.
- Creates reference materials and provides group trainings to District staff on how to effectively administer and operate applications.

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- Understands and provides support and training for specialized hardware, software and systems required to provide specialized District services – such as accessibility overlays for iPads, medical devices and software for tracking behavioral issues.
- Liaisons with Instructional Services, Systems Analysts and Programmers to administer relevant systems and troubleshoot rostering, account and usability issues.
- Performs related duties as assigned.

ESSENTIAL JOB REQUIREMENTS - QUALIFICATIONS:

- Ability to continuously acquire new knowledge relevant to this position; ability to acquire knowledge by locating and referencing technical manuals and online resources.
- Possess a strong customer service attitude and maintain effective communication with District leadership and staff; excellent oral and written communication skills; ability to collaborate with others in problem solving and project implementation; ability to read and follow technical instructions; maintain effective and cooperative working relationships with co-workers and District staff and leadership.
- Accomplish tasks in an efficient and timely manner; adhere to department support guidelines and standards.
- Ability to isolate and resolve problems; to document and communicate ticket status and resolution with IT department and District stakeholders.
- Ability to design and deliver effective technical training sessions to non-technical staff.
- Ability to continuously acquire new knowledge relevant to this position; ability to acquire knowledge by locating and referencing technical manuals and online resources.
- Experience administering Helpdesk ticketing and Device management systems (MDM).
- Knowledge of specialized medical and assessment hardware and software and experience supporting medical, behavioral and emotional support staff.
- Knowledge of rostering, SFTP/API data uploads and Student Information systems (SIS).
- Valid California driver's license and insurability for operation of District vehicles.
- High school diploma or GED required. College degree preferred. CompTIA A+ or equivalent technical certification, education or minimum five years comparable technical work experience, required. Broad experience providing customer service and supporting technology, software and systems in an educational environment desired.

WORKING CONDITIONS AND PHYSICAL ABILITIES:

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

Must provide own transportation between main District office and assigned school sites.

Classified Salary Schedule: Range 42

BOARD APPROVED: 09/11/24