

CLASSIFIED JOB DESCRIPTION

**STUDENT, FAMILY, AND COMMUNITY SERVICES
TECHNOLOGY SPECIALIST**

JOB SUMMARY:

Under the direction of the Executive Director of Student, Family, and Community Services and the Director of Early Childhood Education, plans and supports the operations and technology related to a variety of grant-funded projects that enhance services to children and schools. Serves as reference source for Early Childhood Education staff to support and resolve technical issues specific to technology initiatives and activities.

ESSENTIAL JOB FUNCTIONS:

- Serves as a liaison to Information and Technology Services Department, to support development of systems to interface with existing Student Information System.
- Responsible for the design, report generation, maintenance, and administration of the Help Desk management system for the Early Childhood Education classroom staff.
- Develops and provides technical training and support to staff as needed to resolve complex technical issues.
- Responsible for submitting requests for user account access related to technology required to support job function; including computer, telephone, and software accounts.
- Responsible for data management and reporting to fulfill grant deliverables and to ensure data integrity.
- Installs and provides technical support on the various office and student software products necessary to fulfill grant requirements.
- Tracks equipment and maintains inventory of all classroom technology equipment including off-site property use forms.
- Knowledge and ability to implement, tune, and monitor automated processes, including computer OS update and anti-virus subscription process.
- Maintains and upgrades staff computers, printers, and, iOS devices.
- Produces reports for management review to ensure compliance.
- Creates and manages department distribution lists.
- Supports Early Childhood registration process
- Builds and maintains strong relationships with vendors.
- Performs related duties as assigned.

ESSENTIAL JOB REQUIREMENTS - QUALIFICATIONS:

- Demonstrates quality customer service skills.
- Accomplishes tasks efficiently and timely, while maintaining flexibility and versatility.
- Experience in the administration of a Help Desk management system and knowledge of network operating systems and hardware components.
- Five years' experience in hardware and software support in a business and/or school environment, with a strong emphasis in Apple Products.

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- Ability to effectively communicate with non-technical staff regarding the use of assigned computer hardware and software, and to work in a dynamic and multi-task work environment.
- High school diploma or GED required. College degree preferred.
- Valid California driver's license and insurability for operation of District vehicles.
- Desired Additional Experience:
 - Installation and maintenance of Windows PC and Apple computer hardware.
 - Knowledge of database software including MS SQL, current operating systems and Office 365.

Classified Salary Schedule: Range 39

BOARD APPROVED: 05/04/16

REVISION DATES: 07/17/23

08/09/2023