

**CLASSIFIED JOB DESCRIPTION**

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

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**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.
- Graduation from high school equivalent. 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:*