

Sunnyvale School District
Position Title: Information Systems Technician

Work days/month: 245 days/12 months

Salary: Range 44 <https://www.sesd.org/Page/719>

Basic Functions:

- Under the direction of the assigned supervisor, install, maintain, and repair District computer equipment, software, and peripherals, provide support to student information systems, network services, and all related hardware and peripherals.

Essential Duties & Responsibilities:

- Deploy, install, maintain, and repair District computer equipment, software, and peripherals located at school sites and departments.
- Maintain the equipment and software related to the District student information system.
- Assist in the configuration and support of student information systems and network systems.
- Provide technical support to school sites and departments including prioritizing, responding to, and resolving. Help Desk support tickets.
- Keep current on District's student information software, network configuration, TCP/IP addressing, hardware, and other related technologies.
- Assist in the maintenance of District networks and related equipment, maintain the cleanliness of network equipment; assist schools in the implementation of networks including but not limited to software updating and hardware upgrades.
- Deploy hardware and software technology as needed.
- Maintain strong analytical and troubleshooting skills in supporting the District standards of hardware, software, and network.
- Prepares and maintains a variety of records and reports, including technical documentation, related to assigned activities; updates inventory records as needed.
- Maintain confidentiality and comply with governmental laws and regulations, as well as District policies and procedures.
- Perform other duties as assigned by the supervisor.

Knowledge:

- Computer hardware systems, instructional software applications, and languages utilized by the District.
- Materials, methods, and tools used in the operation and repair of computer and network systems.
- Technical aspects in the field of specialty.
- Basic inventory methods and practices, including record-keeping techniques.
- Proper methods of storing equipment, materials, and supplies.
- Copyright laws related to computer technology.
- Local vendors and sources of supply.
- Strong interpersonal and communication skills to foster positive relationships with staff, and community.
- Knowledge of basic instructional methods and spreadsheet software.
- Experience with enterprise-level technologies. Active Directory and network authentication experience.

Abilities:

- Perform skilled work in the repair, maintenance, and installation of a variety of computerized equipment and peripherals at District office and school sites.
- Provide technical assistance and training to District staff.
- Troubleshoot and repair basic system malfunctions and maintain system operation.
- Diagnose computer-related problems, determining if the problem is hardware or software.
- Research, analyze, and recommend new system software and hardware.
- Read and understand operation manuals.
- Maintain current knowledge of technological advances in the field.
- Communicate effectively both orally and in writing.
- Establish and maintain cooperative and effective working relationships with others.
- Prioritize and schedule work.
- Maintain records and prepare reports.

- Plan and organize work.
- Input data at an acceptable rate of speed.

Education and Experience:

- An associate of arts degree, supplemented by additional training in computer repair, software certification as needed, and a minimum of two years experience in the installation, maintenance, and repair of computer systems, peripherals, and related equipment. Software, hardware, and networking certifications preferred.

Required Licenses & Certificates:

- A valid driver's license.
- Fingerprint clearance from the Department of Justice and Federal Bureau of Investigation.

Working Conditions:

1. Environment:

- Indoor work environment.
- Driving a vehicle to conduct work.
- Visit various school sites and departments as needed.

2. Physical Requirements:

- Visual acuity to read a variety of materials in both print and digital formats.
- Auditory ability to exchange information.
- Sitting/standing for extended periods
- Dexterity of hands and fingers to operate a computer keyboard and other office equipment.
- Kneeling, bending at the waist, and reaching overhead, above the shoulders, and horizontally, to retrieve and store files and supplies.
- Engage in sometimes strenuous activities with students including running, lifting, weight shifting, and positioning.
- Lifting, carrying, pushing or pulling moderately heavy objects, up to 50 pounds.

Terms of Employment:

- Salary and terms of employment are described in the Agreement between the Sunnyvale School District and the California School Employees Association (CSEA).

Evaluation:

- The performance of this job will be evaluated in accordance with the Agreement between the Sunnyvale School District and the California School Employees Association (CSEA).