

NATOMAS UNIFIED SCHOOL DISTRICT

JOB DESCRIPTION

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| POSITION: | Information Technology Specialist I | FLSA: | Non-exempt |
| DEPARTMENT/SITE: | Office of the Chief Academic Officer | SALARY GRADE: | 10 |
| REPORTS TO: | Assistant Superintendent or Designee | | |

OVERALL OBJECTIVE AND SUMMARY

Assists staff, students, and constituents in the use of common software. Participates in installations, maintains and troubleshoots computer hardware, software, audiovisual, and peripheral problems district-wide.

DISTINGUISHING CHARACTERISTICS

This is the first level in a broad-based technical career pathway. The Information Technology Specialist I is a technical support position requiring specialized education and training in the field of study. Advancement may occur along the Information Technology pathway. The Information Technology Specialist I is capable of basic network troubleshooting, training in common software, and basic data and telecommunications troubleshooting. The Information Technology Specialist I is expected to work with staff, students, and constituents to help with common technical problems as well as give individualized instruction.

ESSENTIAL DUTIES AND RESPONSIBILITIES

- Assists staff, students, and constituents in the use of computer software applications and presents overview of computer hardware, potentially at multiple sites.
- Installs and maintains computer equipment.
- Troubleshoots basic network, computer, and software problems District-wide. Refers complex problems to higher classifications within the series.
- Installs and updates software. Installs and transfers files on server or individual District technology devices.
- Tracks equipment and software using a computer management system. Inventories a variety of hardware and software applications.
- May provide support outside of normal working hours for events such as Board Meetings, professional development, and special events.
- Performs related duties as assigned that support the overall objective of the position.

QUALIFICATIONS

Knowledge of:

- Requires a working knowledge of the setup and operation of computer systems.
- Must have a working knowledge of common computer application software used for academic and business purposes, network connectivity, and audiovisual, and peripheral devices.
- Requires sufficient human relations skills in order to interact with small groups of staff, students, and constituents.

- Requires sufficient writing skill to prepare documentation and training materials.

Ability to:

- Must be able to perform technical duties in the performance of the job.
- Must be able to analyze and evaluate the needs of users and develop the most effective program or solution to meet those needs.
- Must know how to install, maintain, and troubleshoot equipment and software applications.
- Ability to interact positively with staff, students, and constituents in order to carry out assigned duties is essential.
- Must be able to read, interpret, and apply technical information.

PHYSICAL ABILITIES

This position requires:

- Light to medium walking, standing, stooping, carrying, and lifting of light weight materials (under 25 pounds).
- Visual acuity to read numbers, letters, and images, depth perception, hand and finger dexterity to use a keyboard, and hand-eye coordination.
- Speaking and hearing ability sufficient to hear over phone and carry on routine conversations.

EDUCATION AND EXPERIENCE

The position requires one year of college level coursework beyond high school in computer sciences, information services, or a related field. Specialized training or experience in the field may substitute for higher education.

LICENSES AND CERTIFICATES

- Requires a valid California driver's license.