NATOMAS UNIFIED SCHOOL DISTRICT
JOB DESCRIPTION

POSITION:	Information Technology Specialist III	**FLSA:**	Non-exempt
DEPARTMENT/SITE:	Office of the Chief Academic Officer	**SALARY GRADE:**	15
REPORTS TO:	Assistant Superintendent or Designee		

OVERALL OBJECTIVE AND SUMMARY

Performs a wide variety of one-on-one and small group instruction, help, and troubleshooting on common to advanced computer and software used for district-wide devices. Performs a wide variety of diagnostic inspections and repair on standalone and networked computer hardware, software, audiovisual, and peripheral equipment.

DISTINGUISHING CHARACTERISTICS

This is the third level in a broad-based technical career pathway. Advancement along this pathway can occur through mastery with computers and connectivity, a full range of computer software and training, data and telecommunications, and troubleshooting of networks. The Information Technology Specialist III is expected to assist computer users with routine-troubleshooting of common hardware, software, peripheral, and audiovisual equipment. At level III, the Information Technology Specialist III is capable of network troubleshooting, training in common software, and data and telecommunications troubleshooting. The Information Technology Specialist III is expected to be capable of performing all of the requirements and job duties in the Information Technology Specialist II job description.

ESSENTIAL DUTIES AND RESPONSIBILITIES

- Provides hardware, software, peripheral, and audiovisual support to students, staff, and constituents through a variety of methods including, but not limited to, in-person, phone, email, chat, virtual, and a work order system.
- Documents support provided using the work order system or other identified systems. Provides basic hardware, software, peripheral, and audiovisual training.
- Confers with administrators and staff on software purchases. Evaluates software applications and provides support to computer users.
- 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 advanced knowledge of the setup and operation of computer systems.
- Must understand the protocols and procedures for setting up new equipment, troubleshooting and performing routine maintenance.

- Requires sufficient communication skills to provide positive support to students, staff, and constituents.

Ability to:

- Must be able to perform all of the relevant duties of the position with minimal supervision.
- Must be able to operate a variety of computer hardware, software, peripheral, and audiovisual equipment.
- Requires the ability to analyze common technical problems and to develop and apply appropriate solutions.
- Must be able to read, understand, and apply information from technical documents.
- Must be able to prioritize work in order to meet deadlines and maintain schedules.

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 to connect parts and sub assemblies; hand and finger dexterity to use a computer keyboard, and hand-eye coordination.
- Speaking and hearing ability sufficient to hear over phone and carry on routine conversations with minimal voice projection.

EDUCATION AND EXPERIENCE

This position requires two years 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.