

NATOMAS UNIFIED SCHOOL DISTRICT

JOB DESCRIPTION

POSITION:	Information Technology Specialist IV	FLSA:	Non-exempt
DEPARTMENT/SITE:	Office of the Chief Academic Officer	SALARY GRADE:	18
REPORTS TO:	Assistant Superintendent or Designee		

OVERALL OBJECTIVE AND SUMMARY

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

DISTINGUISHING CHARACTERISTICS

This is the fourth 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 basic telecommunications, and basic troubleshooting of networks. The Information Technology Specialist IV is expected to assist computer users with routine troubleshooting of common hardware, software, peripheral, and audiovisual problems. Also at level IV, the position is capable of basic network troubleshooting, training in common software, and basic data and telecommunications troubleshooting. The Information Technology Specialist IV is expected to be capable of performing all of the requirements and job duties in the Information Technology Specialist III job description.

ESSENTIAL DUTIES AND RESPONSIBILITIES

- Configures, installs, and maintains directory structures, security, and applications software.
- Develops and maintains up-to-date documentation for technology protocols, servers, and procedures.
- Coordinates and participates in troubleshooting to resolve network hardware and operations problems, including but not limited to connectivity, internet access, and email. Works with staff and vendors to identify and resolve problems.
- Facilitates processes that lead to recommendations on hardware and software products to be used on the network.
- Leads the implementation of protocols and procedural controls.
- Analyze, troubleshoot, and diagnose systems and programs. Makes modifications to systems and individual programs as required.
- 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.
- Analyzes and reports data related to support provided by the department.
- Develops and leads hardware, software, peripheral, and audiovisual training.

- Schedules, facilitates, and monitors meetings and projects.
- 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 expert-level knowledge of computer based local area networks.
- Network operations over multiple servers and platforms.
- Integration of data and telecommunications.
- Principles and practices of data processing and systems administration, including connectivity between network servers.
- Database structures and design.
- Mainframe computers.
- Requires a working knowledge of network operations and security.
- Must understand the protocols and procedures for setting up new equipment, troubleshooting and performing routine maintenance.
- Requires sufficient communication skills to lead staff in providing support to students, staff, and constituents on the use and application of PC-based software, internet, and connectivity software.
- Small group instruction on common software.
- Requires writing skills to develop processes, workflow, and documentation.

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 a variety of technical problems and to develop and apply appropriate solutions, including those involving connections between computers.
- Must be able to read, understand and apply information from technical manuals.
- Must be able to develop and deliver instruction to students, staff, and constituents.
- Must be able to prioritize work in order to meet deadlines and maintain schedules.
- Must be able to teach and lead staff in providing support to students, staff, and constituents.
- Must be able to teach others how to analyze advanced technology problems.
- Ability to lead and motivate team in acquiring organizational goals.

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.

EDUCATION AND EXPERIENCE

This position requires two years of college level coursework beyond high school in computer sciences, information services, or a related field and five years of experience. Specialized training or experience in the field may substitute for higher education. Industry and/or project management certification are preferred. Leadership experience is preferred.

LICENSES AND CERTIFICATES

- Requires a valid California driver's license.