

INFORMATION TECHNOLOGY COORDINATION SPECIALIST

JOB SUMMARY

Under general supervision, using considerable technical organizational, and decision-making skills, coordinates the repair and maintenance of District computers and related technologies. Assists the Informational Technology Support Supervisor with logistics and leading projects.

DISTINGUISHING CHARACTERISTICS

The classification of Information Technology Coordination Specialist differs from that of Computer Repair Technician II in that it assigns and monitors the completion of repair and maintenance activities on District computer, mobile devices, projectors, and related technologies, and also performs repair and maintenance activities while assisting the IT Support Supervisor with logistical work and data organization. The Information Technology Coordination Specialist position has greater responsibilities for ensuring that tasks are completed in a timely and professional manner, and that large projects are completed across all steps of project management.

SUPERVISION RECEIVED AND EXERCISED

Information Technology Coordination Specialist reports to the Information Technology Support Supervisor or other assigned administrator. This class does not exercise supervision over other positions but serves as a technical lead to assigned Information Technology staff within the department.

EXAMPLES OF DUTIES – Duties may include, but are not limited to, the following:

- Assists IT Support Supervisor with assigned projects, inventory tracking, ticketing system issues, and other projects;
- Creates spreadsheets and manipulates data to ensure the department has a thorough understanding of project needs;
- Reviews repair calls and assigns tasks to appropriate personnel;
- Monitors completion of assigned tasks to ensure timely completion;
- Installs and reviews monitoring systems that determine the proper functioning of District information systems;
- Performs extensive diagnostic and troubleshooting testing of malfunctioning computers, including system and application software, hard drives, related computer hardware;
- Performs minor adjustments and repairs to computer displays and printers, and performs preventative maintenance on the District's computers;
- Troubleshoots computer and mobile device connectivity to wireless and wired networks;
- Maintains a current and high level of knowledge and technical skill regarding IT issues, data, and spreadsheets
- Performs other related duties as needed.

EMPLOYMENT STANDARDS

Any equivalent combination of training, education and experience that demonstrates the applicant is likely to possess the required knowledge, skill and ability to perform the job duties:

Education: Equivalent to the completion of the twelfth grade, supplemented by course work or training in related fields.

Experience: Four years of increasingly responsible experience in performing diagnostic testing, repair and preventative maintenance on computers, mobile devices, and/or related hardware in a customer service environment. Experience in IT project management can be substituted for repair and customer service experience. A minimum of one-year experience in a supervisory or informal lead capacity is desirable. Successful work experience with repairing Apple desktop and laptop computers.

Knowledge of:

- Personal computer and related hardware repair and maintenance;
- Safe driving practices and traffic laws;
- Methods and procedures of organization and customer service.

Ability to:

- Troubleshoot, maintain and repair computers, projectors, mobile devices, and other related hardware;
- Maintain an inventory of repair parts;
- Work without close supervision;
- Maintain harmonious working relations with school administrators, teachers, staff, students and the public;
- Lift heavy materials and equipment;
- Read, analyze and interpret professional journals, technical procedures, or governmental regulations;
- Effectively present information and respond to questions from individuals, groups of educators, and the general public;
- Solve practical problems and deal with a variety of concrete variables;
- Interpret a variety of instructions furnished in written, oral, diagram or schedule form;
- Operate personal computers, mobile devices, projectors, a variety of District software, and other peripheral devices;
- Use of arms and hands for finger dexterity for operating such equipment;
- Apply knowledge of current research and theory in specific field;
- Speak clearly and concisely both in oral and written communication;
- Perform duties with awareness of all District requirements and Board of Education policies;
- Follow oral and written directions;
- Maintain insurability to drive a District vehicle;
- Performs other related duties as needed.

License: Possession of a valid Class C California Driver's License.

PHYSICAL STANDARDS:

- Stand 60%, very frequent- carry 40-60 lbs., bend and reach overhead; frequent- push, pull loads, kneel, squat, climb stairs; some- climb ladders
- The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.
- While performing the duties of this job, the employee is regularly required to walk; use hands to finger, handle, or feel objects, tools, or controls; and talk or hear. The employee is occasionally required to stand, sit, and reach with hands and arms.
- Specific vision abilities required by this job include close vision, distance vision, peripheral vision, depth perception, and the ability to adjust focus.
- The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job.
- While performing the duties of this job, the employee occasionally works near moving mechanical parts.
- The noise level in the work environment is usually moderate.

WORKING CONDITIONS:

ENVIRONMENT: Indoors and outdoors work environment. Driving a vehicle to conduct work.

PHYSICAL DEMANDS: Dexterity of hands and fingers to operate specialized diagnostic, repair tools, and equipment. Standing or sitting for extended periods of time. Lifting, carrying, pushing or pulling moderately heavy objects. Reaching overhead, above the shoulders and horizontally.

Hearing and speaking to exchange information in person or on the telephone. Seeing to diagnose and make appropriate repairs and to read a variety of materials. Bending at the waist, kneeling, crouching, and crawling. Climbing ladders and scaffolding.

HAZARDS: Electrical power supply and high voltage. Working in a cramped or restrictive work chamber. Working on ladders or at heights. Occasional exposure to cleaning fluids.

The information contained in this physical standards description is for compliance with ADA and is not an exhaustive list of duties performed. The individuals currently holding this position perform additional duties and additional duties may be assigned.

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Approved by the Commission 2/3/99

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