



JOB DESCRIPTION

Information Technology Security Specialist



Reports to:	Director of Information Technology	Employment Group / Salary Range:	CSEA Range U
Dept:	Information Technology	FLSA:	Non-exempt
Annual Work Days:	261	Formal Review Date: Board Approval Date:	8/15/24 9/09/24

PRIMARY FUNCTIONS

Under general supervision of the Director of Technology, or their designee, configure, monitor, support, and troubleshoot cyber-security related technologies. Including but not limited to, data loss prevention rules, endpoint security software, identity access management, patch management, application security compliance and review, multifactor authentication services, and integration into District adopted technologies. The position also supports hybrid server environments, physical security systems, printers, and network equipment. Provides Tier 3 technical enterprise/infrastructure support to District offices and facilities; maintains inventory and repair records; supports analysts and engineers in the Information Technology department, and performs related duties as assigned.

ESSENTIAL DUTIES & RESPONSIBILITIES

The duties listed below are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to this class.

- Responds to Helpdesk tickets regarding computer-related hardware and software problems; troubleshoots and identifies solutions for security issues, account login difficulties, network connectivity issues, operating system and software malfunctions; repairs and upgrades District laptops, desktops, mobile devices, and peripheral equipment.
- Travels to District sites to troubleshoot equipment problems and assist users in resolving District computer hardware and software problems; Provides remote support to end-users as needed
- Installs, configures, and upgrades hardware and standard software in accordance with established end-user profiles; establishes and configures network connectivity for District hardware and devices, including network printers, wireless phones, and tablets; performs routine maintenance and security reviews on servers and networking equipment
- Supports and trains users on basic cybersecurity practices to maintain integrity and security of user accounts. Provides support, best practices, and guidance to improve end-user's awareness of cybersecurity threats.
- Supports all team members with assigned projects, installations, and maintenance on enterprise network, servers, and services.
- Monitors and Diagnoses District security technologies; research potential solutions; replaces components and performs other maintenance and repairs; installs, configures, and integrates new

products; applies necessary patches; evaluates security practices and recommends improvements and updates.

- Participates in the day-to-day administration, maintenance, modification, troubleshooting, repair and support of District data security systems and equipment.
- Performs routine enterprise-wide security monitoring, configuration, maintenance, and support to protect the integrity and confidentiality of District data systems.
- Installs, maintains, and monitors the health of security solutions adopted by the District: Data Loss Prevention rules and services, Identity management, Endpoint Security, Security Information Event Management, and Assists with the install and health monitoring of security systems.
- Participates in maintaining, configuring, integrating, programing, and testing radio communication systems.
- Maintain inventory and repair records for District technology equipment, including asset management in a warehouse environment.
- Determines if equipment is under warranty, contacts the appropriate vendor and arranges/tracks repairs.
- Provides backup coverage and support for other information technology support staff including Information Technology Technician, Information Technology Analyst, Network Engineer, Audio Visual Technician, and Helpdesk Assistant.
- Performs related duties as assigned.

QUALIFICATIONS

Education and Experience:

Any combination of experience and training that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

Graduation from an accredited two-year college with an associate degree in computer science, information technology, computer engineering or a closely related field, and at least two years of end-user support services including resolving computer hardware, software, network and applications problems; or an equivalent combination of training and experience.

Licenses, Certificates and Other Requirements:

- A valid California driver's license and the ability to maintain insurability under the District's vehicle insurance.
- A+ Certification or Net+ Certification issued by the Computing Technology Industry Association, Microsoft 365 Certification: Fundamentals certification or comparable, Professional Google Workspace Administrator certification, Cisco CCNP Security Certificate, or comparable is desired.

KNOWLEDGE, SKILLS AND ABILITIES

Knowledge of:

- Methods and techniques of customer service and troubleshooting to determine causes of security breach and unauthorized access to network resources.
- Methods and techniques for the installation and configuration of hardware, software and network connectivity.
- Standard business and educational software, including word processing, spreadsheet, presentation, graphics and database programs.
- Effective troubleshooting, diagnostic, and documentation techniques.
- Effective user support and communication methods.
- Basic principles, practices, and methods of end-user device administration and maintenance, including configuration, performance tuning, using diagnostic tools, endpoint security software, and threat hunting.
- Basic principals, practices, and methods of enterprise server administration and maintenance, including configuration, performance tuning, and using diagnostic tools, endpoint security software, and threat hunting.
- Basic principals, practices, and methods of enterprise network administration and maintenance, including configuration, performance tuning, and using diagnostic tools, endpoint security software, and threat hunting.
- Principles and operational characteristics of computer systems, VoIP systems and audio-visual systems including communication hardware, operating software and associated infrastructure.
- Standard programming and scripting languages and utilities applicable to assigned area of responsibility.
- Principles of electricity, electronics and computer hardware and software design as they relate to installation and maintenance of audio, voice, video and radio communications systems and equipment.
- Basic principles and practices of information systems security, intrusion defense, threat hunting, and recovery.
- District rules, regulations and requirements related to job requirements.

Skills and Abilities to:

- Communicate and interface with users on a non-technical level to troubleshoot and research solutions to workstation and system issues.
- Organize, set priorities and take initiative in areas of responsibility with limited supervision.
- Learn and apply new skills related to new hardware, software, and related technologies quickly.
- Install and configure current computer operating systems, computing equipment, peripheral equipment, wireless devices, and other technology tools.
- Perform routine to complex tasks and projects related to the installation, maintenance and upgrade of computing and communications equipment, infrastructure and systems.
- Operate and interpret diagnostic test equipment and perform routine-to-advanced troubleshooting tasks to resolve communication and interoperating problems.
- Communicate effectively, both orally and in writing.
- Understand and follow written and oral instructions.
- Operate a computer and use standard business software.
- Establish and maintain effective working relationships with all those encountered in the course of work.
- Understand and be sensitive to and respectful of the diverse academic, socioeconomic, cultural, disability, and ethnic backgrounds of students, faculty, and staff.

PHYSICAL AND MENTAL DEMANDS

The physical and mental demands described here are representative of those that must be met by employees to successfully perform the essential functions of this class. Reasonable accommodations may be made to enable qualified individuals with disabilities to perform the essential functions.

Physical Demands:

While performing the duties of this class, employees are regularly required to talk or hear, in person and by telephone; sit, walk and stand; use hands to handle, feel or operate objects, tools or controls; reach with hands and arms; and perform repetitive movements of hands or wrists. The employee is frequently required to lift up to 50 pounds and occasionally lift up to 125 pounds with assistance. Specific vision abilities required by this job include close vision, distance vision, use of both eyes, depth perception and the ability to adjust focus.

Mental Demands:

While performing the duties of this class, employees are regularly required to use written and oral communication skills; read and interpret data, information and documents; analyze and solve problems; observe and interpret situations; use math and mathematical reasoning; observe and interpret people and situations; learn and apply new information and skills; perform highly detailed work; work on multiple, concurrent tasks; work with frequent interruptions; and work under intensive deadlines.

WORKING ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this class. Reasonable accommodations may be made to enable qualified individuals with disabilities to perform the essential functions.

Employees work under typical office and warehouse conditions subject to frequent public contact and interruption and to intermittent exposure to individuals acting in a disagreeable fashion. The employee occasionally works outdoors exposed to weather conditions, indoors in confined spaces, and heights up to 25'. Some job duties require use of ladders, scissor lift, forklift, powerjacks, and pallet jacks.

The employee may be required to travel to locations other than the assigned work site and to adjust to work schedule changes and requirements to work overtime.

EMPLOYEE CERTIFICATION OF JOB DESCRIPTION

I hereby acknowledge I have read and understand the content of this job description. I have had the opportunity to ask questions and have those questions answered about the general duties and responsibilities of this job. I understand that the job description may be revised from time to time in the future by the Patterson Joint Unified School District Governing Board in consultation with my professional association as needed and where applicable.

I understand and agree nothing in this job description should be construed as a contract of employment. My employment with the Patterson Joint Unified School District is contingent upon execution of a signed contract approved by the board of trustees. Continued employment is subject to my adherence to board policy, state and federal laws, the collective bargaining agreement between my association and the district where applicable, and my performance evaluation.

I further acknowledge that it is my responsibility to notify my supervisor immediately in the event I may need reasonable accommodations to perform the primary functions, general duties and responsibilities, or the physical, mental and social requirements of this job.

Employee Signature

Date

Name Printed