Mt. Diablo Unified School District

I.T. Support Specialist

Summary Definition

Under general supervision, provides comprehensive Tier I technical support for schools and District sites as assigned; configures, deploys, and manages computer devices and other technologies; diagnoses and troubleshoots basic network problems; and performs related work as required.

Directly Responsible To

Director of Technology and Innovation or other designated IT Manager.

Example of Duties

E: Essential Functions (Incumbents may perform any combination of the essential functions shown below. This position is not intended to be an exhaustive list of duties, knowledge, or abilities associated with this classification, but is intended to accurately reflect the principal job elements).

1. Prepare, configure, enroll, deploy, troubleshoot, and repair staff and student computer devices and technology equipment. **E**
2. Monitor work order tickets resolving them in a timely fashion, prioritizing them as appropriate and escalating as necessary. **E**
3. Utilize management and monitoring tools to validate network, system, and endpoint functionality. Diagnose, troubleshoot and escalate issues to a higher level. **E**
4. Use professional judgment to prioritize the order in which technology and network issues will be addressed in the absence of direction or supervision. **E**
5. Liaise with site administrators and staff to inform priority order for repairs incorporating the administrator's priority order and the work order ticket priority for repairs or network issues. **E**
6. Document work order ticket completion with notes, and correspond professionally with clients. **E**
7. Verify the backup of servers and update servers as needed. **E**
8. Regularly check communication channels, such as email, direct messaging, and collaborative communication tools, including to see if there are any pertinent issues that require immediate attention. **E**
9. Manage multiple communication channels and mediums to identify, triage, prioritize, document and communicate about technology issues and client requests as appropriate. **E**
10. Communicate with administrators and teachers effectively and professionally utilizing current communication tools and in person conversations. **E**
11. Analyze issues, complaints, concerns, and apply logic and troubleshooting skills to discovering and implementing appropriate solutions. **E**
12. Train district staff to enhance their expertise and knowledge in your areas of responsibility. **E**
13. Review and update personal technical skills and knowledge.
14. Process, document, and inventory obsolete equipment for E-waste.

15. Follow, implement, or create written and verbal instructions and procedures related to job functions.
16. Develop familiarity with district devices, networks and systems.
17. Maintain technical documentation and reporting.
18. Establish relationships with administrators and teachers as a representative of the Technology Department in order to build trust with them.
19. Performs other related duties as assigned.

DESIRABLE QUALIFICATIONS

Training and Experience: A combination of training and experiences equivalent to two years experience in a technical support role, trade school, military training, internship, college coursework or work experience with computers, networks, switches, servers, and customer service. Ability to explain technology using nontechnical language. Ability to adapt to all levels of technology including legacy levels of technology found in school districts. Experience in troubleshooting user device and software issues.

Licenses and Certificates

- A valid California Driver's License (required)
- Industry Certificates

Knowledge of

- Ability to think strategically about complex issues as they arise, including weighing competing options and acknowledging the importance to context.
- Basic networking concepts and architecture.
- Common operating systems and computer software and hardware.
- Customer service principles.
- Computer troubleshooting techniques and strategies.

Skills in

- Interest in working with technology and a drive to continue to learn and update technical skills**.**
- Communication and customer service.
- Use of productivity software.
- Working independently and collaboratively.

Environment

The usual and customary methods of performing the job's functions require the following physical demands: significant lifting, carrying, pushing, and/or pulling; occasional climbing and balancing; frequent stooping, kneeling, crouching, and/or crawling; and significant fine finger dexterity. Generally the job requires 50% sitting, 20% walking, and 30% standing. The job is performed under some temperature extremes and under conditions with some exposure to risk of injury and/or illness.

Physical Abilities

- Lift, carry, push, pull or guide up to 50 pounds individually or more than 50 pounds with assistance
- Work variable hours

- Attend meetings and activities that require long periods of sitting or movement.
- Use a computer for extended periods of time.
- Eyesight or corrected eyesight for performing job functions that require a high level of finger dexterity.
- Ability to work with a diversity of individuals and/or groups and utilize a variety of types of job-related equipment.

Hazards

Exposure to varied weather conditions, driving in difficult traffic conditions and working in extreme temperature environments. Work is often performed in cramped, elevated, dusty, cluttered, outdoor and unclean environments.

M&O, Salary Range 549
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MT. DIABLO UNIFIED SCHOOL DISTRICT