

Ontario-Montclair School District

CLASS SPECIFICATION Nutrition Services Technology Specialist

GENERAL PURPOSE

Under general supervision, plan, coordinate and implement technology and telecommunication systems for the Nutrition Services department and satellite sites; coordinate and participate in the installation, configuration and maintenance of computers and peripheral equipment; perform related duties as assigned.

DISTINGUISHING CHARACTERISTICS

A Nutrition Services Technology Coordinator plans, coordinates and implements technology and telecommunication systems for the Nutrition Services department and satellite sites including the installation, configuration and maintenance of computer and network hardware, software and peripheral equipment to assure user needs and departmental technology goals are met. Incumbents have responsibility for estimating and monitoring technology expenditures and providing input concerning budget needs.

ESSENTIAL DUTIES AND RESPONSIBILITIES

The classification specification does not describe all duties performed by all incumbents within the class. This summary provides examples of typical tasks performed in this classification.

- Plan, coordinate and implement technology and telecommunication systems for the Nutrition Services department and satellite sites; assure compliance with applicable laws, codes, rules and regulations.
- Coordinate and participate in the installation, configuration, repair and maintenance of computer hardware, software, peripheral equipment including cables, printers, monitors, and keyboards; assure user needs are met and technical support issues are resolved in a timely manner.
- Provide assistance to department staff regarding computers, software applications and networking issues; identify issues requiring higher level technical resources; contact vendors to resolve issues as needed.
- Maintain and troubleshoot specialized departmental software, databases, personal computers, servers, and peripheral equipment; run diagnostic programs; order and install replacement components.
- Upgrade equipment and software; verify software licensing; clean, adjust and perform preventative maintenance on computers and peripheral equipment.
- Install Point of Sale software and networks in cafeterias; install, maintain, repair, and upgrade point of sale terminals, multi-serial ports, keypads and barcode scanners.
- Estimate materials, equipment and time requirements for computer support activities; maintain appropriate levels of inventory and order parts as needed; prepare preliminary annual technology budget for the department; maintain related records and files.
- Maintain the Nutrition Center's computerized cafeteria management system; upgrade and modify network system software; assure connectivity with applications software; perform daily server backups.
- Perform functions related to determining eligibility for participation in Child Nutrition Programs.
- Perform a variety of administration activities such as adding and changing user ID's, passwords and access rights; creating and deleting files and folders and troubleshooting network cabling and equipment to provide user connectivity.
- Serve as a lead and train and provide work direction and guidance to assigned staff; assign and review the work of staff.
- Design, publish and update new and existing web sites and pages for the department's web site; create and assure the functionality of web page links, online forms, surveys and scripts running behind the web site.
- Provide training and technical user support assistance to end users in the proper operation and care of hardware, software and peripheral equipment; develop training manuals; provide technical information and perform demonstrations as requested

- Evaluate computers, software and peripheral equipment for use in the department; provide recommendations concerning the purchase of new computer systems, software and equipment; assure compliance with established District and department objectives and resources.
- Provide technical expertise and information to the Nutrition Services Director regarding assigned functions and participate in the formulation of policies, procedures and programs; advise the Director of unusual trends or problems and recommend appropriate corrective action.
- Prepare and maintain records of hardware, computer equipment, software licenses and work performed; prepare reports related to assigned activities.
- Drive a personal or District vehicle to various District sites to conduct work; transport equipment from site to site; respond to after-hours emergency calls as assigned.
- Attend and participate in meetings, conferences and seminars related to network technology to maintain current knowledge of technological advances in the field.

QUALIFICATIONS

Knowledge of:

Plan, coordinate and implement technology and telecommunication systems for the Nutrition Services department and satellite sites.

Installation, configuration and maintenance of computer hardware, software, networks and peripheral equipment.

Computer languages, operating systems, hardware and software applications utilized by the District.

Capabilities of network server systems such as Novell and UNIX.

Components and capabilities of network hubs, switches, routers, servers and cabling.

Local and wide area network configurations and software.

Basic electronic principles, communication concepts and cabling standards.

Materials, methods and tools used in the operation, maintenance and repair of computer hardware, software and peripherals.

General principles and techniques of systems and network analysis.

Telephone and voice mail systems.

Record keeping and report preparation techniques.

Principles of training and providing work direction.

Basic budgeting practices regarding monitoring and control.

Technical aspects of field of specialty.

Oral and written communication skills.

Applicable laws, codes, regulations, policies and procedures.

Interpersonal skills using tact, patience and courtesy.

Ability to:

Plan, coordinate and implement technology and telecommunication systems for the Nutrition Services department and satellite sites.

Provide assistance to department staff regarding computers, software applications and networking issues.

Analyze complex technical problems accurately, logically and quickly.

Evaluate user needs and advise on appropriate hardware and software configurations.

Change telephone programming and relocate telephones.

Communicate effectively both orally and in writing.

Maintain records and prepare reports.

Operate a variety of tools and equipment utilized in the operation and repair of computer and network systems.

Plan and organize work.

Work independently with little direction.

Maintain current knowledge of technological advances in the field.

Train and provide work direction to assigned staff.

Establish and maintain cooperative and effective working relationships with others.

Education, Training and Experience:

Bachelor's degree in computer science or a related field. A+ certification.

Professional network certification by a major vendor such as UNIX, Novell, Cisco or Microsoft is highly preferred.

Experience:

Three years of experience installing, maintaining and repairing computer and network hardware, software and peripheral equipment. Two years of additional experience may be substituted for two years of the higher education. Any other combination of training and experience that could likely provide the desired skills, knowledge or abilities may be considered.

Licenses; Certificates; Special Requirements:

A valid Class C California driver's license, good driving record and the ability to maintain insurability under the District's vehicle insurance policy.

Upon acceptance of the District's offer of employment, new hires may be required to complete a baseline physical examination prior to the first day of employment.

PHYSICAL AND MENTAL DEMANDS

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

Physical Demands

While performing the duties of this class, employees are regularly required to sit; talk or hear, in person and by telephone; use hands repetitively to finger, handle, feel or operate standard office equipment; and reach with hands and arms. Employees are frequently required to walk and stand; lift and carry weight up to 50 pounds.

Specific vision abilities required by this job include close vision 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; learn and apply new information or skills; perform highly detailed work; work on multiple, concurrent tasks; work with frequent interruptions; work under intensive deadlines; and interact with District management, staff, vendors, County employees, private auditors and others encountered in the course of work.

WORK 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 individuals with disabilities to perform the essential functions. May visit offices and school sites. Driving a vehicle to conduct work. Occasional evening and variable hours

Employees work under typical office conditions, and the noise level is usually quiet. Some repair assignments are performed in close spaces and expose employees to airborne dust and particles and the risk of electrical shock.

Board Approved: 12/13/2012