

COLTON-REDLANDS-YUCAIPA REGIONAL OCCUPATIONAL PROGRAM

CLASSIFIED TITLE: TECHNOLOGY TECHNICIAN II

BASIC FUNCTION:

Under the direction of the Superintendent and/or designee, perform a variety of technical duties involved in the installation, configuration, maintenance, troubleshooting, and procurement of computer hardware, software, operating systems, servers (physical and virtual), peripherals, and network/cloud systems in support of instructional programs. Provide tier-2 user support, technical assistance, and system evaluation to ensure robust security, optimization, and asset accountability in compliance with school guidelines.

REPRESENTATIVE DUTIES:

ESSENTIAL DUTIES:

Server & Virtualization Management: Install, configure, and maintain physical server hardware and virtual server environments (e.g., Hyper-V, VMware); monitor server performance, allocate virtual resources (CPU, RAM, storage), manage system backups, and ensure high availability of core network services (DHCP, DNS, file/print shares).

Cloud & Endpoint Management: Install, configure, and maintain workstation hardware, software, and peripherals; leverage Microsoft Intune or other endpoint management software for unified endpoint management, device enrollment, application deployment, and configuration policy enforcement.

Identity & Access Management: Administer network, server, and cloud identities; manage user accounts, group memberships, and email provisioning utilizing Active Directory, Azure AD (Microsoft Entra ID), Exchange Online, Microsoft 365 or other Identity Management based software.

Collaboration & Content Platforms: Configure and maintain Online collaborative sites (such as SharePoint or like software), document libraries, and permissions; assist departments with data migration, collaborative workspaces, and website/portal access controls.

Cybersecurity & Infrastructure Support: Implement and monitor security configurations using Microsoft Defender or other security and virus type software; troubleshoot and resolve infrastructure malfunctions including WAN, VLAN, firewalls, VPNs, routing, and switching; configure, deploy, and maintain VoIP phone systems, hardware endpoints, call routing, and user voicemail profiles.

Logistics & Asset Tracking: Monitor IT inventory levels, process orders, and inspect received equipment; handle the physical transport, setup, and testing of hardware across District sites; maintain automated records of ICT assets, IP/MAC addresses, and software licenses.

User Support & Technical Training: Provide technical training and guidance to teachers and staff on hardware, mobile devices, Cloud | Enterprise Productivity software (e.g., Microsoft 365 suite, Google Workspace) research and evaluate new software compatibility with existing infrastructure.

Procurement & Vendor Relations: Consult with vendors to research pricing, obtain product specifications, and evaluate equipment upgrades; draft purchase recommendations and order parts in accordance with established guidelines.

OTHER DUTIES:

Perform related duties as assigned.

KNOWLEDGE AND ABILITIES:

KNOWLEDGE OF:

Server operating systems (e.g., Windows Server, Linux) and virtualization concepts, hypervisors, and resource provisioning.

Core network services and protocols including TCP/IP, DNS, DHCP, Active Directory, and Group Policy Objects (GPOs).

Practices, methods, and tools involved in troubleshooting and repairing computer hardware, network infrastructure, and peripherals.

Microsoft 365 administration ecosystem (Intune, Defender, Exchange Online, SharePoint Online, and Azure AD/Entra ID).

Google Workspace administration ecosystem (Google Endpoint Management, Google Workspace Identity, Google Vids, Google Meet, and Gmail).

Technical documentation interpretation for rapid system diagnosis.

Basic asset management and record-keeping techniques.

Desired: Basic scripting knowledge (e.g., PowerShell) for server administration, task automation, and account provisioning.

ABILITY TO:

Deploy, configure, and troubleshoot physical server hardware and virtual machines.

Effectively administer and troubleshoot hybrid network environments and Microsoft cloud services.

Provision directory objects, configure SharePoint permissions, and enforce Intune endpoint policies.

Provide clear, patient technical training and documentation to non-technical staff.

Work independently, manage work orders efficiently, and meet project timelines.

Establish and maintain cooperative, service-oriented working relationships with District personnel.

EDUCATION AND EXPERIENCE

Associate's degree or completion of sixty (60) college units in computer science, information systems, or a related field and a minimum of three (3) years of related work experience; or, in lieu of the degree or college units, a minimum of five (5) years of IT work experience.

LICENSES AND OTHER REQUIREMENTS:

Valid California Class C driver's license.

WORKING CONDITIONS:**ENVIRONMENT**

Indoor environment.

Driving a vehicle to conduct work.

PHYSICAL DEMANDS

Dexterity of hands and fingers to operate hand tools, computer keyboards and other specialized equipment.

Hearing and speaking to exchange information.

Reaching overhead, above the shoulders and horizontally.

Lifting, carrying, pushing or pulling heavy objects as assigned by the position. Sitting or standing for extended periods of time.

Bending at the waist, kneeling or crouching. Seeing to view a computer monitor.

Capability to lift and move standard IT and server equipment (up to 40 lbs.).