

LOS ALAMITOS UNIFIED SCHOOL DISTRICT
Office of the Personnel Commission

CLASS TITLE: Information Systems Specialist II

BASIC FUNCTION:

Under the direction of the Director of Information Technology, provide support for site technicians; administer/manage Cloud and Directory Services such as Active Directory (AD), Google Apps For Education (GAFE), Lightweight Directory Access Protocol (LDAP), etc.; and, perform complex duties related to the installation, operations, setup, maintenance and repair of computers, audio visual equipment, peripherals, software, and computer networks.

DISTINGUISHING CHARACTERISTICS:

This is an advanced journey-level class within the Information Systems series. Positions within this class are distinguished from other classes within the series by the level of advanced responsibility and training assumed, independent judgment, guidance and support of lower-level technicians, and the complexity of duties assigned. Employees at this level work independently and are required to handle, train, design, implement, and manage Directory Services, Cloud Services, Software Applications, and Networking.

REPRESENTATIVE DUTIES:

1. Perform duties of Information System Specialist I with additional emphasis in Cloud Services, Google/Microsoft Online Services, staff training, and District-wide technology support.
2. Train and mentor new Information System staff with procedures and systems.
3. Train District staff in a variety of educational software applications and services, office productivity suites, etc.
4. Designs specialized software and settings for new computers, laptops, and tablets.
5. Monitors and maintains the effective integration of data between various data sources.
6. Support district staff on various software and data applications, hardware systems, network applications and protocol to support district-wide systems.
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8. Support the district website and web portals.
9. Support network-based surveillance and security systems district wide.
10. Maintain, troubleshoot, automate, and administer Cloud and Directory services such as GAFE, Microsoft O365, AD, LDAP, etc.
11. Assist with the management and implementation methods to assure the security and integrity of privileged and sensitive data that is stored and retrieved online including student and employee data.
12. Perform intermediate maintenance of network, including cabling, LAN, and WAN, switches, Wireless LANs, routers, voice gateway, and firewall.
13. Perform advance setup and configuration for computers, laptops, tablets, and mobile devices.
14. Research and implement technology automation that support efficiencies.
15. Perform advanced support in, cloud-based services (such as: Windows, Microsoft Office, Google, etc), student information system, and various operating systems and applications.
16. Consult with vendors, service providers and technical support regarding purchase of parts, status of repairs and answers to software and hardware related questions.

17. Attend to various sites to conduct work; prioritize and respond to emergency service calls.
18. Support district staff with California Public Records Requests.
19. Promote the Los Alamitos Unified School District's mission, vision and priority goals.
20. Perform other job-related duties as assigned.

KNOWLEDGE AND ABILITIES:

KNOWLEDGE OF:

- Advanced methods, tools and equipment used in the installation and service of hardware and software.
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- Proficiency with the latest versions of productivity suites, application software, tablet apps, internet browsers, email platforms, and the ability to effectively perform all essential job functions.
- Windows and Macintosh computer operating systems, IOS, Android, and chrome OS, and other various operating systems and how they relate to mobile device management.
- Directory services and account management.
- Current computer network technology and basic industry-standard networking principles, theories and practices.
- Content filtering and implementation of block/allow content and services.
- PC's, Mac's, mobile devices, and networking hardware and software.
- Knowledge of specialized software and settings.
- File server operations, server based software and email operations.
- Proper lifting techniques.
- District policies, rules and regulations.
- Districtwide computer methods and procedures.

ABILITY TO:

- Install computers, mobile devices, printers, wireless access points, VOIP devices, and other peripheral devices.
- Train and provide work direction to others.
- Plan, design, organize, and implement work involving a multiplicity of projects.
- Install and test software, hardware, networking devices, and server-based applications.
- Install, maintain, troubleshoot, and document network hardware, software and operating systems.
- Multi-task while maintaining patience and flexibility.
- Manage time effectively and properly prioritize supporting multiple sites and offices.
- Develop and maintain effective working relationships with staff, students, parents, and vendors.
- Define problems, collect data and draw conclusions in a variety of situations where little standardization exists.
- Describe technical issues to users.
- Work independently and cooperatively with others.
- Communicate effectively both orally and in writing.
- Learn new skills to keep current with technology changes.
- Take initiative and demonstrate passion in supporting staff and students.
- Work effectively within a team, coordinating with colleagues, stakeholders, and external partners to complete tasks, achieve goals, and resolve issues in a collaborative and efficient manner.

- Demonstrate a commitment to Los Alamitos Unified School District's mission, vision, and priority goals.

EDUCATION AND EXPERIENCE:

- Bachelor's degree from an accredited four-year institution (or equivalent as described below) in information technology, computer programming, computer science, or another technology related field.
- A typical equivalent/qualifying background would include five or more years' of increasing responsible IT related experience at a multi-site enterprise level organization. A+, Microsoft MCP/MSE, Apple ACMT, Google Certified Innovator, or Cisco CCNA Certificates are desirable.
- An additional five (5) years of increasingly responsible experience in the installation, operation, maintenance and repair of computer systems, networks, peripherals and related equipment.

WORKING CONDITIONS: :

While performing the duties of this job, the employee is required to hear and speak to exchange information in person or through the use of technology, use hands to finger, handle, feel or operate objects, tools, or controls and reach with hands and arms. The employee is occasionally required to stand, sit, taste and/or smell. The employee is required to frequently walk and stand to access work areas and equipment; stoop, kneel, crouch, or crawl to access or place objects or equipment; carry, lift, push or pull moderately heavy objects, ascend and descend ladders, stairs, and ramps, and will involve walking or standing for extended periods. The employee may regularly lift and/or move up to 50 pounds. Specific vision abilities required by this job include close vision, distance vision, peripheral vision, depth perception and the ability to adjust focus.

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; work under deadlines with constant interruptions; and interact with students, staff, parents, the public, and others encountered in the course of work.

Employees work in classrooms, computer labs, and offices, and the noise level is usually moderate to loud. The employee travels to a variety of school and off-site facilities for support and meetings. Working conditions may include regular exposure to fumes, dust, odors, cleaning agents and chemicals. Exposure to hot, cold, wet, humid, or windy conditions caused by weather may also occasionally be experienced.

SALARY RANGE: 98

ADOPTED BY PERSONNEL COMMISSION: February 5, 2025

ADOPTED BY BOARD OF EDUCATION: March 11, 2025