

	<p style="text-align: center;">Information Technology Specialist II</p> <p style="text-align: center;">(formerly Information Technology Specialist)</p>	<p style="text-align: center;">Classified Position</p> <p>Initial Date: January 14, 2014 Board Approval: January 14, 2014 Revision Date: August 18, 2015 Personnel Commission: December 11, 2013 Range: 51</p> <p>Reports to: Information Technology Administrator</p>
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DESCRIPTION OF BASIC FUNCTIONS AND RESPONSIBILITIES:

Under the supervision of the Information Technology Administrator, incumbent is responsible for level one technology support for the school district by organizing support requests for the help desk, phone support and first contact for all, providing technical support to site faculty, staff and resolving computer and network technology operational issues.

REPRESENTATIVE DUTIES:

- Monitor the network for proper operation and perform corrective maintenance on networking equipment
- Maintain user accounts in various technology systems for staff
- Install computer hardware, peripherals, and application software at assigned school sites
- Deploying computer labs using software deployment technologies
- Maintains and upgrades peripheral computer related equipment such as printers, scanners, barcode readers, etc.
- Configure computer/mobile devices for wireless network access
- Perform troubleshooting on computers, thin clients and networking equipment
- Integrate third-party instructional technologies with district network systems
- Participates in design/installation of networks and wireless networks
- Roster students in online learning management systems and other networked instructional technologies
- Researches and makes recommendations on hardware and software purchases
- Pickup and deliver equipment for and after repair. Participate in cross-training to ensure that computer/network services are always available
- Attend and actively participate in weekly meetings
- Perform other duties as assigned

KNOWLEDGE AND ABILITIES:

- Proficient with Windows operating system administration including Microsoft (i.e. XP, 7 Pro, 8, Server 2003/2008/2012/xxxx)
- Proficient in supporting mobile device operating systems such as Android, iOS, etc...
- Familiar with supporting non-Windows operating systems such as Mac OS, Ubuntu, etc...
- Possess a good understanding of Networking Protocols (TCP/IP, DNS, DHCP, SMTP)
- In-depth knowledge of directory services systems and user management in Active Directory (AD), MS Exchange and Group Policy Objects
- Capacity to present ideas and solutions in user-friendly language both verbally and in writing to staff
- Skilled in analyzing a variety of technical problems and apply appropriate solutions, including those involving anti-virus, network connectivity and software/hardware issues
- Manage multiple projects on different time tracks at one time; flexibility to switch back and forth between complex long-term work and detailed short-term work
- Strong documentation skills (e.g. How-To-Docs)
- Ability to deal with angry/upset people in a calm and professional manner.
- Sufficient hand/eye coordination and manual dexterity to use a wide variety of office and

technology equipment, to keyboard and write, file and maintain records.

- Sufficient hearing to conduct in-person and telephone conversations.
- Ability to speak in an understandable voice with sufficient volume to be heard in normal conversational distance, on the telephone and in addressing groups.

EDUCATION AND EXPERIENCE:

- BA or BS in computer science, information systems or equivalent computer science major (relevant experience may be considered in lieu of a degree)
- 3-6+ years of desktop and network support
- Desired CompTIA Network + certification or equivalent

LICENSES AND OTHER REQUIREMENTS:

- Authorization to work in the U.S., TB Test clearance, Criminal Justice Fingerprint clearance and valid Driver's license.
- Requires willingness and ability to work effectively and move about in an office and travel to local areas.

WORKING CONDITIONS:

- Ability to sit for extended periods of time
- Light to moderate stress level-

PHYSICAL DEMANDS:

- Physical, mental and emotional stamina to work up to an eight-hour shift under sometimes-stressful conditions, with frequent distractions and interruptions.
- Sufficient mobility to lift, carry, bend, stoop, push/pull, stand and walk to install, repair and/or transport technology equipment.
- Ability to lift up to 40 pounds on an intermittent basis.
- Sufficient mobility to enter/exit a vehicle and drive to various locations.

EMPLOYMENT STANDARDS:

Dexterity and physical condition to maintain a rigorous work schedule and meet standards of physical and mental health. To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. Reasonable accommodation may be made to enable individuals with disabilities to perform the essential functions of the position. Individuals must maintain a professional attitude and appearance.