



INFORMATION TECHNOLOGY SUPPORT SPECIALIST

Revision Date: 05/15/19

BRIEF DESCRIPTION OF POSITION:

Under the direction of the Director Learning Support Services the Information Technology Support Specialist provides direct support to district office and school sites for software, desktops, devices, and peripherals.

STATEMENT OF TYPICAL DUTIES:

- a. Configure, install, test, maintain, and troubleshoot computer systems, and peripheral equipments to assure proper operation, prevent service interruptions and support Local Area Networks (LAN.) **E**
- b. Detect and remove viruses, adware, spyware and other malicious software using appropriate tools and techniques. **E**
- c. Set up and configure computers and peripheral equipment in a classroom, individual workstations, and other educational spaces; load operating systems, and software applications. **E**
- d. Participate in the District Technology Committee to assist in the evaluation and testing of hardware and software for purchase by the District; **E**
- e. Perform on-site assessment, troubleshooting and repairs; run diagnostics; upgrade equipment and software; verify software licensing; order and install replacement components. **E**
- f. Annually inventory and account for all IT devices, desktops, and peripherals at the assigned work site
- g. Annually identify devices, desktops, and peripherals for surplus/e-waste at the assigned work site
- h. Provide training and technical user support assistance as directed to site personnel in the proper operation and care of devices, desktops, software, and peripheral equipment using Microsoft, Google, and Apple operating systems;
- i. Assist users in implementing user support materials perform demonstrations as requested. **E**
- j. Collaborate with site administration to provide advice regarding proper placement and infrastructure needs for new equipment installation and the movement of existing equipment. **E**
- k. Maintain records of assigned help desk service tickets as well as work performed on each service ticket; enter, update, and close out service tickets; prepare routine reports related to assigned service tickets. **E**
- l. Drive a District-issued vehicle to District sites as necessary to conduct work; transport devices, desktops, and peripheral equipment from site to site as necessary. **E**
- m. Sets up necessary presentation equipment as requested. **E**
- n. Perform other related tasks and assume responsibilities as may be assigned by proper authority. **E**

DISTINGUISHING CHARACTERISTICS

Employees in the Information Technology Support Specialist classification will be in continuous contact with the end-user community regarding District software, hardware, devices, desktops, and peripheral equipment. The ITSS provides a variety of technical services in the installation, configuration, diagnosis and repair of computer hardware, software, local and wide area networks and peripheral equipment. Employees in this classification may be assigned to provide universal District support or to provide dedicated support to a specific school site or sites, or a specific District department or group of departments. Employees in this position are expected to keep all required certifications current, and to maintain a current level of expertise in evolving technologies via ongoing study and training.

KNOWLEDGE & ABILITIES:

Knowledge of:

- Principles, basic operation, and installation of LANs, computers, related software and peripheral equipment.
- Materials, methods and tools used in the operation, maintenance and repair of computer hardware, software and peripherals.
- General principles and techniques of systems analysis
- Interpersonal skills using tact, patience and courtesy.
- Oral and written communication skills.
- Record-keeping and basic report preparation techniques.

Ability to:

- Install, maintain and configure LANs, computer hardware, peripherals and software applications systems.
- Diagnose and repair desktops, devices, and peripheral malfunctions and breakdowns.
- Operate a variety of tools and equipment utilized in the operation and repair of computer systems.
- Provide technical support and assistance to school employees in the use of computer hardware, peripheral, software and educational technology equipment.
- Provide information and assistance to school staff members in a helpful, courteous and timely manner.
- Observe legal and defensive driving practices.
- Communicate effectively both orally and in writing.
- Diagnose and repair network-cabling systems.
- Read and utilize technical manuals.
- Operate a keyboard at a corrected rate of 30 words per minute.
- Update and maintain a variety of files and records accurately.
- Work independently and exercise initiative and good judgment.
- Transport equipment of up to 50 lbs. and maintain a valid California Driver's License.
- Prioritize and complete work with many interruptions.
- Meet schedules and time lines.

EDUCATION & EXPERIENCE:

Any combination equivalent to completion of two years of college-level coursework in computer science, information technology, or a related field or two or more years of related Information Technology Support experience

Comp TIA A+ industry standard certification (current required) **and/or**

Comp TIA Network+ or industry standard certification (current required) **and/or**

Microsoft MTA or MCSA certifications (current required)

PHYSICAL CHARACTERISTICS:

Must be able to bend, stoop, reach, lift, stand and sit for prolonged periods; see to read fine print; depth perception to file; use hands and fingers to operate office equipment and keyboard; speak clearly; and hear well enough to communicate effectively in person and on the telephone to be able to perform all tasks.

WORKING CONDITIONS:

Office and school environment, subject to occasional noise from computer operation, and visual exposure to computer screens.

REQUIREMENTS:

WORK YEAR: 12 Months / 8 hours

EDUCATION &

EXPERIENCE: Any combination equivalent to completion of two years of college-level coursework in computer science, information technology or a related field **or** two or more years of related Information Technology Support experience.

LICENSE: Comp TIA A+ industry standard certification (current required) **and/or**

Comp TIA Network+ industry standard certification (current required) **and/or**

Microsoft MTA or MCSA industry standard certifications (current required)

SALARY: Classified Salary Schedule Range 23

BENEFITS: Medical (employee contribution), 100% dental, vision and life insurance