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**BRIEF DESCRIPTION OF POSITION:**

Under the direction of the Director Learning Support Services, the Information Technology Support Specialist II provides advanced solution oriented technical support and assistance to site and District staff in the use of devices, desktops, peripherals, software operating systems, and network components. The ITSS II also provides advanced technical support to Desktop Support Technician 1 staff on Service Tickets as needed.

**CLASS CHARACTERISTICS**

This is the working lead Information Technology Support Specialist position with responsibility for supporting site Information Technology Support Specialists while performing some similar duties

**STATEMENT OF TYPICAL DUTIES:**

- a. Provision accounts for various software applications as needed, assist in user support for accessing various software applications, including troubleshooting and maintaining accounts in Active Directory and phone systems
- b. Operate computer and account management software including but not limited to: Office 365, Google Admin Suite, JAMF Casper Suite, and Microsoft Configuration Manager
- c. Recommend solutions to support complex help desk requests regarding configuration, installs, site systems tests, through troubleshooting and analysis
- d. Collaborate to create advanced solutions to complex viruses, adware, spyware and other malicious software using appropriate tools and techniques.
- e. Retrieve and recover data from crashed or damaged hard drives using data recovery software or other tools
- f. Participate in the District Technology Committee to assist in the identification, evaluation and testing of hardware and software for purchase by the District; provide recommendations regarding replacement of computers and peripheral equipment.
- g. Perform on-site troubleshooting and repairs; run diagnostics; upgrade equipment and software; verify software licensing; order and install replacement components; assist in the development of District technology standards.
- h. Collaborate to develop end-user training and technical support assistance to District personnel in the proper operation and care of hardware, software and peripheral equipment using Microsoft, Google, and Apple operating systems;
- i. Assist in the development of user support materials, provide technical information and perform demonstrations as requested.
- j. Perform office systems and software analysis; audit and examine data resulting from computer operations and software performance to determine if current operations and software meet changing user needs.
- k. Communicate with site administrators and District staff to coordinate activities, exchange information and resolve issues and concerns regarding systems and network needs for new hardware/software installation and the relocation and surplus of existing equipment.
- l. Prepare, maintain, and provide reports of assigned work orders and work performed; enter and update computerized service tickets; and make recommendations for improvements in service to end users.
- m. 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**

- n. Set up, train appropriate staff, and assist in operation of presentation equipment as requested.
- o. Perform other related tasks and assume responsibilities as may be assigned by proper authority.

### **DISTINGUISHING CHARACTERISTICS**

Employees in the Information Technology Support Specialist II classification will be in ongoing, continuous contact with district users conveying information regarding District software, hardware, computers and peripheral equipment. They provide advanced solutions to a variety of technical services in the installation, configuration, diagnosis and repair, and user support of computer hardware, software, local and wide area networks and peripheral equipment. Members of 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:

- Advanced principles of LANs, telecommunication systems, related software, desktops, devices, and peripheral equipment
- Materials, methods and tools used in the operation, maintenance and repair of computer hardware, software and peripherals.
- Advanced 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, unified communications, peripherals and software applications systems.
- Add and remove user accounts appropriately in Active Directory, provision accounts for various software applications,
- Advanced diagnostics and repair of desktops, devices, peripherals and network equipment.
- Operate a variety of tools and equipment utilized in the operation and repair of computer systems.
- Provide advanced solution oriented technical support and assistance to site and District staff in the use of devices, desktops, peripherals, software operating systems, and network components.
- Provide advanced technical support to Desktop Support Technician 1 staff on Service Tickets as needed.
- Provide information and assistance to district 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.

### **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:** Any combination of completion of two years of college-level coursework in computer science, information technology, or a related field (required) with an Associates Degree or higher (preferred)

**EXPERIENCE:** Three or more years of progressive, directly related Information Technology Support experience within Oxnard Union High School District (required).

**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 29

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