

## Glendora Unified School District

## Position Description

Position: Information Technology (IT) Specialist	Position Number:
Department/Site: Various	FLSA: Non-Exempt
Reports to/Evaluated by: Director of Information Technology	Salary Grade: 52

### Summary

Installs, configures, troubleshoots, and services networked microcomputer workstations and related equipment and software used in administrative and classroom lab environments. Provides technical support and help functions that relate to computer hardware and software, data communications, and connectivity.

### Distinguishing Career Features

The IT Specialist is in a career ladder encompassing workstation, network, and applications support. The IT Specialist is capable of basic network operations, account setup applying existing computer security and user access rules, and hardware diagnostics, however, concentrates on supporting networked and standalone workstations as well as administrative and educational software. The IT Senior Analyst is capable of network operations, account setup, applying existing computer security and user access rules, conducting training, and hardware diagnostics, however, concentrates on supporting networked and standalone workstations and common administrative applications. The IT Senior Analyst requires the ability to coordinate setup and maintenance servers and networks, and diagnose wide-area network problems. The IT Senior Analysts will have equivalent knowledge to one of the following certificates: Certified Microsoft Computer Professional, or Cisco Certified Network Associate.

### Essential Duties and Responsibilities

- Provides assistance to staff on utilizing computer and software programs including remote access and on the proper use of audio-visual or electronic equipment.
- Receives and resolves advanced user 'help desk' calls. Documents calls, forwarding work order requests to other technology staff.
- Troubleshoots and performs various technical computer and peripheral repair duties that include but are not limited to diagnosing system failures and isolating faulty parts, repairing or replacing parts, and verifying and testing for correct operations.
- Provides basic technical support to enterprise software systems supporting networked computers such as those for system updates, anti-virus, and virtual environments.
- Installs and configures networked computer users, e.g., computers, printers, modems, cabling, and peripheral communications equipment. Installs software and configures systems to support electronic mail. Troubleshoots mail access problems.
- Completes basic network tasks which include but are not limited to operations, moves, adds, changes, fault prediction, trouble detection/correction, path testing, and general

maintenance.

- Activates data communications ports using network software. Implements protocols for electronic mail systems and accounts.
- Participates in troubleshooting to resolve hardware and operations problems, including but not limited to connectivity, internet access, electronic mail and file servers. Works with fellow staff, equipment users, and vendors to identify and resolve problems.
- Assists with updates to existing security software on networks and workstations. Tests existing systems and personal computers for potential viruses and security problems.
- Connects workstations to servers and participates with others to connect with district-wide networks. Sets up employee accounts onto local networks.
- Tests software to ensure compatibility with the current operating environment and to equipment capability. Configures software to communicate with peripherals such as printers, modems, scanners, and screens.
- May perform operational production runs including but not limited to data transfers, warrants, and mandated reports.
- Develops and maintains up-to-date documentation supporting assigned and related areas of responsibility. This includes procedures and steps for equipment setup, help desk questions and answers, and inventory records.
- Assists staff with setup and configuration of multimedia equipment used in offices and meeting rooms.
- Performs other duties as assigned that support the overall objective of the position.

### **Qualifications**

- **Knowledge and Skills**

Requires working technical knowledge of personal computer operations, including the relationship and usage of various input and output components, business and municipal-specific applications, and terminology. Requires a working knowledge of operating systems used by the District. Must understand the protocols and procedures for setting up new equipment, troubleshooting and performing routine maintenance. Requires a basic knowledge of personal computer based local area networks, network operations, connectivity between servers, and integration of data and telecommunications. Requires a basic knowledge of the following protocols such as TCP/IP, subnet masking, serial, Ethernet, and access lists. Requires a basic knowledge of the physical elements of the network including: fiber optic, twisted pair, and coaxial Ethernet cabling and connections, and routing, switching, and repeating equipment. Requires sufficient communication skills to conduct individual instruction and technical assistance on the use and application of PC-based business and education, internet, utility, and connectivity software. Requires skill at conducting in-service type training. Requires sufficient writing skill to document technical procedures.

- **Abilities**

Requires the ability to install, configure, and troubleshoot networked computer workstations, systems, and programs used by the District in department-specific,

education, and general administrative areas. Must be able to install and configure computer components such as, but not limited to, cards and drives. Must be able to fabricate and connect interface cables and connections between computers. Must be able to analyze data and evaluate the needs of users and develop the alternative solutions to problems and needs. Must be able to prioritize and organize work to meet deadlines and timetables. Must be able to read, interpret and apply complex technical information including equipment and network diagrams. Must be able to give one-on-one and small group training in the use of microcomputers and business and instructional software. Requires the ability to be timely in customer service responses.

- **Physical Abilities**

Requires ambulatory ability to move to various office and office-type locations and to bend, stoop, crawl and reach to install cables and equipment. Requires sufficient hand eye coordination and dexterity to make small component connections. Requires sufficient visual acuity to read technical documents and instructions and align small components. Requires sufficient auditory ability to carry on routine conversations. Requires the ability to lift, push, and pull objects of medium weight (less than 75 lbs.) on an occasional basis. Requires the ability to work in confined areas with noise variations, dust, and limited ventilation.

- **Education and Experience**

The position typically requires an Associate degree in computer science or related technical field and 2 years of experience in personal computer technical support. Additional experience or certificate may substitute for some higher education.

- **Licenses and Certificates**

Requires a valid driver's license and the ability to transport equipment to and from work sites.

### **Working Conditions**

Work is performed indoors where some safety considerations exist from physical labor, positioning in cramped areas, and handling of medium weight, yet, awkward materials.