DUBLIN UNIFIED SCHOOL DISTRICT

INFORMATION TECHNOLOGY TECHNICIAN (I.T. TECH)

General Statement
The job of Information Technology Technician (I.T. Tech) is done for the purpose of providing assistance to technology users by maintaining the "help desk"/work order system; assigning work orders to the computer technicians; maintaining inventory and tracking system of hardware and software; develop and create documentation; provide assistance on projects as directed by Director of Technology.

Essential Functions
- Maintains the technology work order system. Assigns work orders to computer technicians and/or provides solutions to users. Generates system reports for analysis of response provided by technology department.
- Maintains inventory of hardware and software. Receives orders and arranges deployment of hardware/software to sites.
- Performs clerical support to technology department.
- Coordinates with other staff within district for the purpose of completing projects and work orders efficiently.
- Prepares written materials (e.g. reports, memos, letters, etc.) for the purpose of documenting activities, providing written reference and/or conveying information.
- Provides technical assistance and support to users.
- Requests quotations for the purpose of providing cost information and/or purchasing required hardware and software items and services.
- Attends meetings as assigned for the purpose of conveying and/or gathering information to perform functions.
- Communicates effectively with end users and staff.

Other Functions
- Assists other personnel for the purpose of supporting them in the completion of their work activities.
- Performs all related duties as assigned by supervisor.

Job Requirements: Minimum Qualifications

Skills, Knowledge and Abilities
SKILLS are required to perform, multiple, technical tasks with a need to periodically upgrade skills in order to meet changing job conditions. Specific skills required to satisfactorily perform the functions of the job include: adhering to safety practices; planning and managing projects; preparing and maintaining accurate records; and using appropriate software applications.

KNOWLEDGE is required to perform math skills to include algebra; read technical information, compose a variety of documents; and analyze situations to define issues and draw conclusions.   Specific knowledge required to satisfactorily perform the functions of the job: general knowledge of software applications and computer hardware.

ABILITY is required to schedule activities and/or meetings; gather, collate, and/or classify data; and consider a number of factors when using equipment. Flexibility is required to work independently with others in a wide variety of circumstances;

analyze data utilizing defined but different processes; and operate equipment using a variety of standardized methods. Ability is also required to work with diverse individuals and/or groups; work with data of varied types and/or purposes; and utilize a wide range of job-related equipment. In working with others, some problem solving may be required to identify issues and select action plans. Specific abilities required to satisfactorily perform the functions of the job include: working with constant interruptions; meeting deadlines and schedules; communicating with diverse groups and ability levels; and working with detailed information/data.

Responsibility
Responsibilities include: working under limited supervision using standardized practices and/or methods; and working in coordination with others. Utilization and coordination of resources from other work units is often required to perform the job's functions.

Working Environment
The usual and customary methods of performing the job's functions require the following physical demands: occasional lifting, carrying, pushing, and/or pulling; some stooping, kneeling, crouching, and/or crawling; and significant fine finger dexterity. Generally the job requires 50% sitting, 10% standing, and 30% walking. The job is performed under a generally hazard free environment.

Experience   Job related experience is required.

Education   High School Diploma and training to perform responsibilities of job.

Required Testing   Pre-employment Proficiency Test

Certificates/Licences   Valid California Driver's License

Clearances   Criminal Justice/Fingerprint Clearance; Tuberculosis Clearance

Salary Range	**Work Year**
Classifed Salary Schedule A	260 days/12 months
Range 26 (5 steps)	

Revised December 1, 2011