

Position: Information Technology Specialist I

Salary Range: 34

Summary

Performs basic tasks necessary for installation, maintenance, and management of district desktop and laptop computers. Performs basic diagnostic inspection and repair on district standalone and networked computer hardware and software.

Distinguishing Characteristics

The Information Technology Specialist I is capable of basic configuration of networked enterprise desktop and laptop computing systems. This includes limited computer security configuration and monitoring, providing formal and informal training in common software, and performing basic hardware and software diagnostics necessary to achieve problem resolution.

Essential Duties and Responsibilities

- Responds to technology work order requests regarding basic usage of district computer software, hardware, and input and output of information to and from computing systems. Examples of software include, but are not limited to, productivity software (word processing, spreadsheets, email), graphics, desktop publishing, and teaching tools
- Document all correspondence, work progress and/or incidence resolution to the Technology work order system
- Depending on assignment, may be responsible for central helpdesk operations. May include answering incoming helpdesk phone calls, entering technology assistance requests into work order system, providing basic technical support through remote access tools, tracking progress and location of other technicians, and providing scheduling information to Technology clients
- In small group settings or on a one-to-one basis, instructs and illustrates the use of a variety of administrative and educational software such as learning tools, word processing, spreadsheet, and email
- Educates users in secure computing practices, and monitors for compliance with district standards
- Installs basic standalone and networked district computers and peripheral equipment.
- Installs approved basic administrative and instructional applications.
- Installs computer operating systems and application software through use of imaging systems and/or other enterprise desktop management suite tools
- Reconfigures and relocates computer equipment as needed
- Communicates professionally with students, staff, parents and the public.
- Performs other duties as assigned that support the overall objective of the position.
- Requires the ability to comprehend and follow district standards, policies and procedures

Qualifications

- **Knowledge and Skills**

Requires basic technical knowledge of computer operations, including the relationship and usage of various software and hardware components, administrative and educational support software, and terminology. Must understand the protocols and procedures for setting up new equipment, troubleshooting, and performing routine maintenance. Requires sufficient communication skills to conduct on-the-spot training as well as technical assistance.

- **Abilities**

Must be able to collaboratively perform all of the relevant duties of the position with minimal supervision. Must be able to operate computers, printers, and peripheral equipment. Requires the ability to analyze a variety of technical problems and to develop and apply appropriate solutions. Must be able to read, understand and apply information from technical manuals. Must be able to prioritize work in order to meet deadlines and maintain schedules. Must have a minimum typing speed of 35 words per minute with a high degree of accuracy in order to facilitate timely written correspondence and documentation.

- **Physical Abilities**

Position involves carrying and lifting up to 50 lbs., and the ability to be mobile and work in a variety of positions (including, but not limited to, under desks or in tight locations with limited accessibility). Requires visual acuity to read numbers, letters and images; depth perception, hand and finger dexterity to use a computer keyboard, a minimum typing speed of 35 words per minute, and hand-eye coordination. Requires speaking and hearing ability sufficient to carry on routine conversations with minimal voice projection.

- **Education and Experience**

Requires a high school diploma or equivalent.

- **License and Certification**

Depending upon assignment, a valid California driver's license with a clean driving record may be required. Requires industry certification such as: *MCDST*, *MCITP*, *CompTIA A+*, *CompTIA Network+*, *CompTIA Security+*.