

## **LA MESA-SPRING VALLEY SCHOOLS**

### **CLASS TITLE: INFORMATION TECHNOLOGY SUPPORT SPECIALIST**

#### **BASIC FUNCTION:**

Under the direction of an assigned supervisor, serves as a technical resource to department personnel in the maintenance of computers, related operating systems and equipment in the support of teachers, classrooms, computer labs and library operations; install, troubleshoot and perform repairs on computers information systems and related software; prepares related training and informational materials and conducts training to personnel in operating computers, information systems and related applications.

#### **REPRESENTATIVE DUTIES:**

##### **ESSENTIAL DUTIES:**

Assists assigned administrator(s) with technical specifications and solutions; assures that Department and District technology related objectives are met in an effective and timely manner and within budget constraints.

Assists in conducting physical inventories supplies and equipment; verifies stock and identifies losses.

Assists in researching and recommending computer hardware and software application acquisitions; assists with the design and implementation of the district master plan for technology.

Assists personnel with setting up and maintaining computer applications; installs updated versions of software as directed.

Communicates with school and district personnel to coordinating work activities; consult with vendors, service providers and technical support regarding the purchase of parts, status of repairs, and software and hardware related questions.

Conducts training and in-services in the operation of computers, information systems and related applications for assigned personnel; prepares related training and informational materials.

Diagnoses malfunctions of hardware and software applications including computers, site-based wireless networks, applications, protocols, routers, cables; determines appropriate actions to maintain operations.

Drives to various sites to troubleshoot software and hardware related problems; performs repairs on computers and applications as appropriate.

Installs, maintains and repairs servers, computers, peripherals, electronic equipment, site-based network equipment, and application software; sets up and maintains network directories on servers; prepares and maintains documents related to server maintenance and repairs according to established procedures and guidelines.

Maintains current knowledge of technological advances in the field.

Maintains wireless site networks, workstations and site-based server functionality such as installing patches and upgrades, servers and images; assures availability of desktop and server functionality for all assigned users.

Operates a variety of office equipment including a telephone, fax machine, copier, computer and assigned software.

Oversees site data security and backup/recovery procedures to assure data availability and access by only authorized users.

Performs advanced repairs on Apple and related equipment; assures the efficient and effective functioning of District Apple technology equipment.

Prepares and maintains a variety of records and reports related to assigned activities; prepares documents related to inventory of computer parts and equipment; prepares a variety of written materials.

Removes and reinstalls computer equipment as necessary; maintains network connections and other cabling as needed.

Reviews hardware and software and recommend for purchase.

Serves as a technical resource to personnel; provides technical information, advice or referrals; responds to requests for help, repairs, training, and upgrades by telephone or e-mail; provides information, scheduling appointments and referring to alternate resources.

Serves as the Webserver Administrator for the District websites; installs, configures, maintains, and monitors web server equipment; develops and implements backup and recovers strategies.

##### **OTHER DUTIES:**

Attends and participates in meetings, in-service trainings, workshops and conferences.

Performs related duties as assigned.

**KNOWLEDGE AND ABILITIES:**

**KNOWLEDGE OF:**

Computer hardware systems, peripheral equipment, software applications and languages utilized.  
Current, legacy and emerging operating systems.  
Inter/Intranet applications.  
Interpersonal skills using tact, patience and courtesy.  
Materials, methods and tools used in the installation, operation and repair of computer systems and applications.  
Modern office practices, procedures and equipment.  
Network environments and protocols.  
Oral and written communication skills.  
Policies and objectives of assigned program and activities.  
Principles and practices of installing and maintaining computers, servers peripherals and workstations.  
Record-keeping and report preparation techniques.  
Technical aspects of computer training and support.  
Website design and current web server technology.  
Wireless technology.

**ABILITY TO:**

Assist personnel with setting up and maintaining computer applications.  
Communicate effectively both orally and in writing.  
Convey technical information to non-technical audiences.  
Determine appropriate action within clearly defined guidelines.  
Establish and maintain cooperative and effective working relationships with others.  
Install, maintain and repair computers, servers and workstations.  
Install, troubleshoot and perform repairs on computers and peripherals as appropriate.  
Maintain current knowledge of technological advances in the field.  
Maintain records and prepare reports.  
Meet schedules and time lines.  
Plan and organize work.  
Provide training to personnel in operating computers, information systems and related applications.  
Serve as a technical resource to personnel.  
Work independently with little direction.  
Work variable hours.

**EDUCATION AND EXPERIENCE:**

Any combination equivalent to: graduation from high school supplemented by college-level course work in information systems, electronics, computer science or related field and three years experience in the repair of computers and peripheral equipment.  
Experience with Apple desktop and server software, and backup and recovery solutions preferred.

**LICENSES AND OTHER REQUIREMENTS:**

Successful passage of the District's job-related proficiency test.  
Valid California Class C Driver's License and evidence of insurability.  
A+ Certified  
Apple Certified Repair Technician

**WORKING CONDITIONS:**

**ENVIRONMENT:**

Indoor environment.  
Driving a vehicle to conduct work.  
Perform work during variable hours.

**PHYSICAL DEMANDS:**

Bending at the waist, kneeling or crouching.  
Dexterity of hands and fingers to operate a computer keyboard.  
Hearing and speaking to exchange information and make presentations.  
Seeing to view a computer monitor.  
Sitting or standing for extended periods of time.

HAZARDS:  
Traffic hazards.

**FLSA Status**  
Non Exempt

**Approval Date**  
3/1/08 (Tech. Supp. Spec.), 9/28/17