

Position: Information Technology Specialist III

Salary Range: 38 (from 36)

Summary

Performs a wide range of tasks necessary for installation, maintenance, and management of district desktop and laptop computers. Performs a wide variety of complicated diagnostic inspection and repair on standalone and networked district computer hardware and software. **Assumes duties of ticket assignment and department work delegation in the absence of the Director or Manager of Technological Services. Provides support and technology training for ITS I staff as well as other staff as assigned.**

Distinguishing Characteristics

Information Technology Specialist III works in multiple areas and on multiple departmental applications. The position is capable of basic to advanced TCP/IP network connectivity troubleshooting, basic to advanced desktop/laptop computer security administration, formal training in common and advanced software, and complex hardware and software diagnostics. **Able to prioritize department assignments of tasks and tickets in the absence of management, and ability/desire to provide support and technology training for district staff as assigned. Proven record of high levels of customer service.**

Essential Duties and Responsibilities

- Responds to technology work order requests regarding advanced questions and problems with usage of district computer hardware, standard software, and input and output of documents, data, and telecommunications to and from those computing systems. Examples of software include, but are not limited to education-specific programs supporting curriculum, accounting applications, word processing, spreadsheets, graphics, desktop publishing, bibliographic search, web browsers, and electronic mail
- Document all correspondence, work progress and/or incidence resolution to the technology work order system
- In small group settings or on a one-to-one basis, instructs and illustrates the use of a variety of administrative and educational software
- Collaboratively provides and monitors security for desktop and laptop computers
- Troubleshoots basic network connectivity issues by identifying problems, asking questions of users, use of basic network troubleshooting commands, collaboratively determining and implementing appropriate solutions
- As assigned, participates in implementation of network systems under the guidance of the Network Administrator. Provides other ancillary support to the Network Administrator, Systems Administrator/Programmer, and other Technology staff as requested.
- Installs, tests and maintains both networked and standalone computer systems. Installs and configures operating system software to meet district standards. Reconfigures and relocates computer equipment as needed. Understands and uses diagnostic tools and software for computer problem determination. Installation of computer operating systems and application software involves use of imaging systems and/or other enterprise desktop management suite tools.
- Requires the ability to comprehend and follow district standards, policies and procedures
- **Works to further Technology Department customer service level across sites and departments**
- **Provides ongoing training and support for ITS I staff and Google Trainers at all sites**
- **Directs the work of ITS I's and II's in the absence of the Director and Manager of Technological Services, to include ticket assignments**
- Performs other duties as assigned that support the overall objective of the position.

Qualifications**Knowledge and Skills**

Requires advanced technical knowledge of computer operating systems in a managed, networked environment. Requires basic knowledge of network protocols in a TCP/IP environment sufficient to troubleshoot routine connectivity issues.

Requires knowledge of secure computer configuration, operations, and maintenance. Must be capable of understanding and following district 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 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, including those involving networked computer systems. 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 hear and carry on routine conversations with minimal voice projection.

Education and Experience

The position requires an Associates Degree or higher. Requires two years of course work in microcomputer hardware and software components, microcomputer operating systems and data communications software. Additional college level coursework or work experience in the field may substitute for higher education requirements.

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: Enterprise Support Technician*, *CompTIA A+*, *CompTIA Network+*, *CompTIA Security+*.