Information Technology Specialist

Purpose Statement

The job of Information Technology Specialist is done for the purpose/s of installing, troubleshooting and maintaining computer hardware, application software, network systems, and peripheral equipment; providing technical support to district and site administrators; and resolving school site operational issues.

This job is distinguished from similar jobs by the following characteristics: .

This job reports to the Technical Services Supervisor

Essential Functions

- Coordinates repair work schedules with school and district office personnel for the purpose of minimizing disruption of services and/or inconvenience.

- Maintains workstation and server functionality (e.g. install patches and/or upgrades, maintain GHOST server and images; support Active Directory, etc.) for the purpose of ensuring availability of desktop and server functionality for all users.

- Maintains a variety of manual and electronic files and/or records (e.g. permission levels, network identification, security access, licenses, work logs, etc.) for the purpose of documenting activities, providing reference and audit trails.

- Participates in meetings, workshops and seminars as assigned for the purpose of conveying and/or gathering information required to perform functions.

- Performs initial workstation computer, peripheral and server set-ups (e.g. installation, testing, configuring, assigning passwords, security clearances, imaging, etc.) for the purpose of meeting the computer processing needs of the users.

- Responds to requests for help, repairs, training, and/or upgrades, etc. by telephone or email for the purpose of providing information, scheduling appointments and/or referring to alternate resources.

- Responds to a variety of questions from site staff, parents and students for the purpose of providing information, guidance or referral.

- Transports a variety of items (e.g. equipment, supplies, etc.) for the purpose of providing materials at job site or transporting equipment for repair.

- Troubleshoots user issues with computer workstations and servers (e.g. questions about application software, connectivity issues, peripheral malfunctions, etc.) for the purpose of providing immediate assistance to users for problem resolution.

- Upgrades computers, peripherals, network equipment and software applications (e.g. installation, testing, configuring, etc.) for the purpose of meeting the computer processing needs of the users.

Other Functions

- Performs other related duties, as assigned, for the purpose of ensuring the efficient and effective functioning of the work unit.

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 skill based competencies required to satisfactorily perform the functions of the job include: adhering to safety practices; maintaining accurate records; and gathering information to diagnose problems.

KNOWLEDGE is required to perform algebra and/or geometry; read technical information, compose a variety of documents, and/or facilitate group discussions; and analyze situations to define issues and draw conclusions. Specific knowledge based competencies required to satisfactorily perform the functions of the job include: current and legacy computer operating and networking systems; troubleshooting techniques; network security; and office application software.

ABILITY is required to schedule activities; gather and/or collate data; and use job-related equipment. Flexibility is required to work with others in a wide variety of circumstances; work with data utilizing defined but different processes; and utilize equipment under a variety of conditions for multiple purposes. Ability is also required to work with a wide diversity of individuals; work with a variety of data; and utilize a wide variety of types of job-related equipment. Problem solving is required to identify issues and create action plans. Problem solving with data may require independent interpretation; and problem solving with equipment is significant. Specific ability based competencies required to satisfactorily perform the functions of the job include: adapting to changing work priorities; establishing effective working relationships; displaying mechanical aptitude; communicating with technologically diverse groups; being attentive to detail; and working under time constraints. Have the Ability for regular and reliable attendance.

Responsibility

Responsibilities include: working under limited supervision following standardized practices and/or methods; leading, guiding, and/or coordinating others; operating within a defined budget. Utilization of resources from other work units is often required to perform the job's functions. There is a continual opportunity to impact the organization's services.

Working Environment

The usual and customary methods of performing the job's functions require the following physical demands: significant lifting, carrying, pushing, and/or pulling, frequent stooping, kneeling, crouching, and/or crawling and significant fine finger dexterity. Generally the job requires 33% sitting, 34% walking, and 33% standing. The job is performed under conditions with some exposure to risk of injury and/or illness and in a clean atmosphere.

Experience   Job related experience is required.

Education   Community college and/or vocational school degree with study in job-related area.

Equivalency   .

Required Testing   Certificates

Continuing Educ./Training   Clearances
                                                     Criminal Justice Fingerprint/Background
                                                     Clearance

FLSA Status   Approval Date   Salary Range

Non Exempt