

FRESNO COUNTY SUPERINTENDENT OF SCHOOLS

CLASSIFIED POSITION¹

JCN: 264
RANGE: 161
EXEMPT

INFORMATION TECHNOLOGY ANALYST

BASIC FUNCTION:

Under the direction of the Director of Network and Information Technology or assigned supervisor, perform a variety of advanced and specialized duties in the implementation, configuration, upkeep, investigation, maintenance and repair of a variety of servers, hardware, software, databases, applications, equipment and prerequisite technologies.

REPRESENTATIVE DUTIES:

ESSENTIAL DUTIES:

- Operate as tier three support in a three-tiered system, with tier three support being the highest level; monitor the work order system for tier three service, incident and escalation requests including, but not limited to, the following categories: Server Support, District Support, Phone\Fax Support.
- Assist with training Information Technology Specialists and technicians on various solutions, applications and technologies.
- Create and track progress on major problems in a problem management solution.
- Create, modify and maintain a variety of records related to work activity, systems, servers, databases, software applications, networks, inventory, repairs and assigned activities.
- Create, plan, manage and update major projects in a project management solution.
- Facilitate the computerized collection, management, manipulation and distribution of data used for analysis.
- Implement, configure and maintain Microsoft solutions and technologies including, but not limited to, Microsoft Active Directory and Office 365.
- Implement, configure and maintain security for servers, desktops, databases and applications.
- Implement, configure, upgrade and maintain disaster recovery, virtualization, storage, backups, security and cloud solutions and technologies.
- Implement, configure, upgrade, investigate, maintain and repair a variety of servers, hardware, software, databases, applications, equipment and prerequisite technologies.
- Implement, configure, upgrade, investigate, maintain, repair, research, test, and evaluate solutions and technologies from various vendors including, but not limited to, Microsoft, VMware, DELL, Google, Quest, Zerto, Veeam, ManageEngine and Cisco.
- Investigate, identify and solve system malfunctions and problems.
- Move furniture and equipment as needed.
- Perform a variety of specialized and complex duties in the operation, maintenance, development and evaluation of designated computing systems and related hardware, software and equipment.
- Research, test and evaluate new technologies, software and applications for possible implementation.
- Track all infrastructure changes in a change management solution.
- Work on high level technology projects directly impacting the organization.

¹Unrepresented

- Attend and participate in a variety of assigned meetings, committees, conferences, in-services and/or special events.
- Complies with schedules, policies, regulations, procedures, orders and directives of the County Superintendent.
- Exhibit professionally appropriate interpersonal skills including but not limited to tact, patience, flexibility and courtesy.
- Maintain a safe work environment.
- Operate a variety of office equipment, including but not limited to a computer and assigned software applications.
- Serve as a liaison between County Superintendent and administrators, personnel, outside organizations or the public concerning assigned area.
- Serve as a technical resource concerning assigned program, function or instructional area.
- Work collaboratively and maintain effective working relationships with others in the course of work in assigned area.

OTHER DUTIES:

- Assist team members as needed and/or assigned.
- Drive a vehicle to conduct work, using own transportation.
- Perform related duties as assigned.

KNOWLEDGE AND ABILITIES:

KNOWLEDGE OF:

- Advanced Principles, practices and techniques involved in the operation, maintenance, development and evaluation of designated computer systems.
- Appropriate system support utilities, design tools and software development applications.
- Current technical aspects of field of specialty with the ability to keep current with emerging technologies.
- Database management systems, database structures, on-line applications and capabilities of assigned technology systems.
- Diagnostic techniques and procedures used in system repair.
- Methods, materials and tools involved in the installation, configuration, operation, maintenance, troubleshooting, diagnosis and repair of servers, hardware, software and related equipment.
- Microsoft Office suite including, but not limited to, Word, Excel, Access, PowerPoint and Outlook
- Policies and objectives of assigned programs and activities.
- Principles, methods and procedures of operating network servers, computers and peripheral equipment.
- Record-keeping techniques and creation of graphical and written documentation of computer and basic network systems.
- Technical report writing.
- Proper English usage, grammar, spelling, punctuation and vocabulary in all forms of communication.
- State Education Code, local, state and federal laws, codes, regulations and requirements and county office organization, operations, policies and objectives as related to assigned activities and/or instructional area.
- Theoretical and technical aspects of field of specialty.

ABILITY TO:

- Maintain a safe work environment.
- Maintain various daily records and graphical documentation.
- Manage individual calendar and efficiently meet schedules and timelines.
- Operate a variety of tools and equipment utilized in the maintenance and repair of computer systems.
- Operate a variety of technical equipment, testers, and meters.
- Order and receive parts and equipment as appropriate.
- Use a variety of hand and power tools.
- Analyze and evaluate situations accurately and adopt an effective course of action.
- Communicate effectively both orally and in writing.
- Drive a vehicle to conduct work.
- Interpret, apply, and explain rules, regulations, policies and procedures.
- Maintain consistent, reasonably regular, punctual attendance consistent with federal, state and local standards.
- Safely and successfully perform essential job functions consistent with federal, state and local standards, including meeting qualitative and/or quantitative productivity standards.
- Work confidentially and with discretion.
- Work independently with little direction.

EDUCATION AND EXPERIENCE:**EDUCATION:**

- High School Diploma, General Education Degree (GED) or State High School Proficiency certificate.
- Bachelor's Degree in Computer Science or related field preferred.

EXPERIENCE:

- Four years increasingly responsible experience working with the operation, maintenance, development and evaluation of computer server systems and local area networks (LANs) preferred.

LICENSES AND OTHER REQUIREMENTS:

- Valid California driver's license; when driving for work, maintain automobile liability insurance in accordance with California Insurance Code section 11580.1 or maintain other statutorily authorized financial responsibility.
- Enrollment in the California Department of Motor Vehicles Government Employer Pull Notice Program at time of hire and throughout employment with County Superintendent.
- This position requires a pre-placement medical assessment (paid for by FCSS) at a clinic selected by the county office. Any offer of employment is contingent upon successful certification by designated physician that applicant is able to perform essential functions of the job, with or without reasonable accommodations.

WORKING CONDITIONS:**ENVIRONMENT:**

- Drive a vehicle to conduct work, using own transportation.
- Office and/or school facility environment.

- Regular interruptions.
- Small and large group meetings.

PHYSICAL DEMANDS:

- Bending at the waist, kneeling or crouching; climb or balance.
- Eyesight corrected or uncorrected sufficient to read a variety of materials including but not limited to fine print.
- Hearing with or without use of hearing aid(s) sufficient to hear any conversation with others; understandable voice and speech patterns.
- Manual dexterity and coordination sufficient to operate office and/or classroom equipment.
- Sitting, standing and/or walking for extended periods of time.
- Use hands to handle and/or feel; reach with hands and arms.
- Must frequently lift, push, pull or carry up to ten (10) pounds and occasionally lift and/or move up to fifty (50) pounds.

The physical demands and working conditions described here are representative of those that must be met by an employee to successfully perform the essential functions of this position, subject to reasonable accommodation.

This position description may not be an exhaustive list of all duties, knowledge, or abilities associated with this classification, however it is intended to accurately reflect the principal job elements. Related duties, knowledge, or abilities to those expressly stated may also be required for successful performance of the position.

APPROVED:

Effective: July 1, 2004
Revised: March 3, 2010
Revised: April 3, 2014
Revised: October 1, 2017