

FRESNO COUNTY SUPERINTENDENT OF SCHOOLS

CLASSIFIED POSITION¹

JCN: 268
RANGE: 154
NON-EXEMPT

INFORMATION TECHNOLOGY SPECIALIST

BASIC FUNCTION:

Under the direction of the Director of Network and Information Technology or assigned supervisor, work on a variety of basic to intermediate duties in the installation, configuration, maintenance, troubleshooting, diagnosis and repair of computer technology related to hardware, software, peripherals and other technology equipment; participate in basic and intermediate maintenance, support and troubleshooting of technology systems; participate in basic and intermediate maintenance and repair of local area networks (LANs) as assigned.

REPRESENTATIVE DUTIES:

ESSENTIAL DUTIES:

- Operate as tier two support in a three-tiered system, with tier three support being the highest level; serve as the first responder to gather information, troubleshoot and attempt to resolve issues for server support before escalating to tier three; serve as direct escalation support for tier one requests and issues; assist tier one and three team members with tasks and projects as needed and/or assigned.
- Address and resolve a variety of technology malfunctions in a timely manner.
- Carry out an assortment of duties including, but not limited to, the installation, setup, preservation, troubleshooting, diagnosis and repair of computer hardware, software, peripherals and other technology equipment. Install, setup, troubleshoot, resolve and operate various computing systems and equipment.
- Install, monitor, and test workstation software and applications to ensure proper operation.
- Install, setup, troubleshoot, resolve and operate various computing systems and equipment.
- Install, setup, troubleshoot and resolve issues related to end user computing systems including Virtual Desktop Infrastructure.
- Install, setup and test video-conferencing technologies.
- Investigate, troubleshoot and resolve problems with computer e-mail configuration.
- Maintain county office and contracted school district endpoint security systems.
- Monitor, audit and maintain backup, storage, cloud and security systems.
- Operate and maintain systems, applications and technologies setup by tier three Information Technology Analysts.
- Move furniture and equipment as needed.
- Participate in the installation of LANs as assigned; install network hardware, cabling, servers, switches and related equipment.
- Perform tasks and assignments on mid-level projects to enhance systems for business operations.
- Provide basic support for VOIP phone and end user configuration requests.
- Replace equipment, devices and cabling as needed.
- Setup, audit and troubleshoot monitoring solutions for computing systems, applications and various technologies.
- Troubleshoot, diagnose and resolve server and workstation issues.
- Troubleshoot, diagnose and resolve problems and malfunctions with peripheral technology equipment.
- Attend and participate in a variety of assigned meetings, committees, conferences, in-services and/or special events.

¹Unrepresented

- Comply 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:

- Applicable types of cabling systems, hubs, switches and other related equipment.
- Basic principles, theories and techniques of LAN and WAN design.
- Basic to intermediate principles, methods, materials, tools and procedures involved in the installation, maintenance, repair and operations of local area network (LAN) systems and related equipment.
- Current technical aspects of field of specialty with the ability to keep current with emerging technologies.
- Database structures, on-line applications and capabilities of assigned computer systems.
- Hardware and software applications utilized by the county office and contracted school districts.
- Installation and operation of computer operating system software.
- Installation, configuration, operation, maintenance, troubleshooting, diagnosis and repair of industry standard computer hardware, software and peripheral equipment.
- Materials, methods and tools used in the operation and repair of computer systems.
- Microsoft Office suite including, but not limited to, Word, Excel, Access, PowerPoint and Outlook.
- Record-keeping techniques and creation of graphical and written documentation of computer and network systems.
- Technical report writing.
- Telecommunication technology, multimedia applications, and distance learning concepts and hardware.
- World-Wide WEB technology and application of software required to navigate the Internet.
- 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 various daily records and graphical documentation.
- Manage individual calendar and effectively 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, 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:

- Two years of experience working with the operation, maintenance, development and evaluation of computer server systems and local area networks (LAN) 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 the 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 1, 2007

Revised: April 3, 2014

Revised: October 1, 2017