

North Monterey County Unified School District
CLASSIFIED POSITION DESCRIPTION

Position Title:	DATA/INFORMATION TECHNOLOGY SPECIALIST
Job Family:	Information Technology
Reports to:	Director of Technology-Information and Assessment
Salary Level:	Range 28
Calendar:	Classified 12 Month

SUMMARY:

Under the direction of the Director of Technology, Information, and Assessment, assist in the smooth and efficient set-up, operation, and troubleshooting of the instructional computers and network systems at assigned school sites; work independently and with other staff to provide technical support for the set-up, operation, and maintenance of computer hardware and software used at schools to support students, parents and staff; install, train, and assist staff in the use of various instructional technologies and software.

ESSENTIAL DUTIES AND RESPONSIBILITIES: To perform a job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed in the job description are representative of the knowledge, skills and/or abilities required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Perform a variety of technical services in the installation, operation, configuration, repair, maintenance and diagnosis of computer hardware and software and peripheral equipment.
- Respond to inquiries from various District departments and school sites regarding assigned District supported software and assists with various problems, provide information and refer issues to appropriate personnel as needed.
- Troubleshoot for software and hardware issues; assist users with procedural questions, software configuration issues and hardware issues in-person or by utilizing remote access; reinstall and configure software and assigned programs as needed.
- Install and maintain other instructional technologies such as Interactive whiteboards, document cameras and related equipment.
- Prepare, maintain and generate records, reports and logs related to assigned activities; collect a variety of query and reporting criteria and assists assigned personnel in responding to requests for specific data and developing new reports.
- Provide training to school site staff and other department staff members on functions and operating requirements of District supported software applications and peripheral equipment as assigned.
- Communicate with various District personnel, departments, outside agencies and vendors to exchange information, coordinate activities and resolve issues or concerns; respond to inquiries regarding the student data system according to established policies and procedures.
- Operate assigned computer hardware and software systems and various printers, hard drives, connectors, standard office equipment and other tools as assigned; drive a vehicle to various sites to conduct work.
- Attend and participate in meetings and trainings related to assigned activities.
- Support the efficient operation of local area networks used for instructional purposes.
- Audit the student information system to ensure accuracy of the information and produce reports for use by other staff.
- Set up and support the efficient operation of computers and mobile devices.
- Train staff in the use of and support for the efficient operation of various software packages and the student information system.
- Run wire for the installation of components of the network.
- Perform other related duties as assigned.

Other Duties:

- Perform related duties as assigned.

REQUIRED QUALIFICATIONS:

Education and Experience:

- Any combination equivalent to: graduation from high school and one year experience in the installation, maintenance and repair of computer systems, peripherals and related equipment.

Licenses and other Requirements

- Valid California Class C driver's license.

Knowledge of:

- Computer hardware systems, software applications and languages utilized.
- Materials, methods and tools used in the operation and repair of computer and network systems.
- Record-keeping techniques.
- Basic understanding of student information system.
- Technical aspects of field of specialty.
- Training and basic instructional techniques.
- Operate a computer and assigned software.
- Oral and written communication skills.
- Laws, rules and regulations related to assigned activities.
- Proper methods of storing equipment, materials and supplies.

Ability to:

- Perform skilled work in the repair, maintenance and installation of a variety of computerized equipment and peripherals.
- Provide technical assistance to computer systems users.
- Possess working knowledge of the PC (Windows based) and Mac OS computing platforms, as well as mobile OS, including hardware and operating
- Troubleshoot and repair basic system malfunctions and maintain system operation.
- Research, analyze and recommend new system software and hardware.
- Make routine equipment adjustments and perform routine maintenance.
- Communicate effectively both orally and in writing.
- Train and provide assistance to staff operation of various software packages and the student information system.
- Prioritize and schedule work.
- Maintain records and prepare reports.
- Work cooperatively with others.
- Plan and organize work.
- Operate a vehicle to conduct work.
- Possess knowledge of district-adopted software.

WORKING CONDITIONS:

Work Environment:

- Indoor environment.
- Driving to conduct work

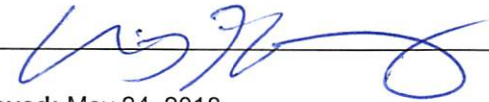
Physical Demands:

- Dexterity of hands and fingers to operate computer keyboards and other assigned equipment.
- Reaching overhead, above the shoulders and horizontally.
- Sitting or standing for extended periods of time.
- Bending at the waist, kneeling or crouching.
- Seeing to perform computer repair duties.
- Lifting, carrying, pushing and pulling moderately heavy objects.

The information contained in this job description is for compliance with the Americans with Disabilities Act (A.D.A.) and is not an exhaustive list of the duties performed.

CSEA and DISTRICT AGREEMENT

CSEA  DATE 6-12-18

DISTRICT  DATE 6/12/18

Board Approved: May 24, 2018