



## INFORMATION SYSTEMS TECHNICIAN

Classification: Technician

Location: CRC & Various Schools

Reports to: Director of Customer & Technology Services

FLSA Status: Non-Exempt

Employee Group: SEIU

This is a standard position description to be used for positions with similar duties, responsibilities, classification and compensation. Employees assigned to the position description may or may not perform all of the essential functions indicated in this position description.

This job description does not constitute an employment agreement between the district and employee and is subject to change by the district as the needs of the district and requirements of the job change.

### **Part I: Position Summary**

Responsible for providing technology support to system users. Receives, analyzes, and responds to user inquiries to provide problem solving of software, hardware, and networking issues. Provides support to administrators, teachers and staff on the use and implementation of technology.

### **Part II: Supervision and Controls over the Work**

Works under the supervisor of the administrator responsible for technology services. Independently resolves routine and less complex user problems. Coordinates with other technology staff and/or supervisor in referring or resolving more complex issues. Work is evaluated based on overall success of assisting users and resolving problems consistent with district and technology department policies, directives, and standard practices and procedures.

### **Part III: Major Duties and Responsibilities**

Duties include but are not limited to:

1. Provides the first contact point for information technology help via e-mail, help desk, work order, and telephone. Assesses malfunctions of hardware and software to determine appropriate corrective action to maintain computer and network operations.
2. Provides initial analysis of technical problems, providing resolution when possible, or referral to technical experts. Maintains inventory of spare parts and performs repairs as required or refers repair work to other sources.

3. Maintains and applies up-to-date knowledge of installed hardware and existing software applications. Assists in deployment of new and replacement technology. Installs hardware, peripherals, and network equipment and application software in offices, classrooms, library and computer labs.
4. Upgrades hardware, software and peripherals. Uses remote control software to shadow or take over computers as appropriate to diagnose and troubleshoot software issues or provide individualized customer support.
5. Analyzes and manages the helpdesk workflow process to assure that service requests and work orders are completed in a timely and efficient manner and that follow-up requirements are fulfilled.
6. Uses customer request tracking system to maintain records trail of all work performed and create reports on user inquiries and resolutions.
7. Works collaboratively with information technology staff to insure a smooth overall workflow process to insure excellent customer service.
8. Maintains inventory control of building equipment and software assets. Receives stock and non-stock items assuring specifications, quantity and quality of orders are correct. Pulls inventory to meet delivery requirements and transports and installs technology at district sites.
9. Supports staff and students in the use of instructional technology.

Perform duties as assigned.

#### **Part IV: Minimum Qualifications**

1. Must have experience working or interacting successfully with culturally diverse families and communities, or have otherwise demonstrated a commitment to strengthening engagement of a diverse community and skill in communicating with a diverse population.
2. High school diploma or equivalent.
3. Two years of substantive and progressively responsible experience in providing hardware and software support. Excess experience may be substituted for the education requirement.
4. Analytical and research ability to successfully and remotely troubleshoot failures in computer and peripheral hardware and software.
5. Able to follow written and verbal direction and take initiative when necessary. Ability to effectively communicate on technology issues with a high level of effectiveness in terms of



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customer comprehension and response; including the ability to work and communicate effectively with customers who may have a high level of frustration.

6. Able to organize work and set priorities for accomplishing work in a timely and effective manner.
7. Able to work collaboratively and effectively with other staff, employees, and supervisors.

### **Part V: Desired Qualifications**

1. Experience working with hardware and software common to the district.
2. Experience working in an education environment.
3. Associate's degree or equivalent in technology or related areas of study.

### **Part VI: Physical and Environmental Requirements of the Position:**

The physical demands and work environment described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is frequently required to sit, talk, move about, bend, lift, crawl, hear and speak.

The employee must occasionally lift and/or move up to 50 pounds.

Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and the ability to adjust focus. Employee is required to spend extensive time working on computer display terminals.