SHORELINE UNIFIED SCHOOL DISTRICT
JOB DESCRIPTION

TITLE: District Technology Support Technician

SALARY: Range 17

Basic Function:

Under the direct supervision of the Superintendent, monitors, maintains, and updates information systems and equipment to ensure optimal performance. Provides consultation and training to staff. Serves as district testing coordinator.

Representative Duties and Responsibilities:
- Researches and implements emerging telecommunication and IP technologies
- Monitors, tests, troubleshoots and debugs database and network systems
- Performs routine system management
- Develops procedures and documentation
- Installs, deploys and manages network services such as print, email, web, database, file sharing. domain name system (DNS) dynamic host configuration protocol (DHCP), security and other network operations
- Installs, configures and manages network switches, routers and other local area network (LAN) and wide area network (WAN) network devices
- Coordinates the collection, management and distribution of data
- Monitors and maintains computer network security systems
- Provides individual and group training in advanced uses of software applications
- Develops training materials, attends trainings, workshops and other professional development opportunities as assigned
- Assists in the local administration, reporting, and interpretation of tests and other accountability measures
- Train local personnel who are responsible for test administration procedures, including procedures for test administrations that require accommodations
- Maintain test security
- Keeps abreast of new developments in technology
- Performs other duties as assigned

Minimum Qualifications:

Knowledge of:
- Principles, theories, methods, materials and equipment used in the design, installation, operation and maintenance of computer networks, web pages and database systems
- Administration, use and requirements of computer applications, operating systems and telecommunications systems
- Procedures of software and hardware configurations and optimization
- Standard English usage, spelling, grammar and punctuation

Board Approved 3/15/2018

Ability to:
- Plan, install, operate, administer, troubleshoot, maintain and repair computers, networks and peripherals
- Provide technical service and assistance on matters relating to the installation, operation and maintenance of the SUSD information system
- Comprehend technical manuals and instructions; analyze and problem solve in a complex and technical environment
- Demonstrate strength, stamina and physical agility to complete assigned tasks
- Establish and maintain cooperative working relationships
- Operate sophisticated technical equipment, work independently, utilizing effective time management strategies to complete assigned projects

Education, Training and Experience:

- Either an AA Degree in Computer Science, or graduation from an accredited four-year institute of higher learning in Computer Science, Information Technology or related field
- Or two years of responsible experience in the installation, operation, backup, repair, upgrade, support, maintenance and interoperability of stand-alone and network operating systems, applications, hardware, network peripherals and network security
- Possession of a valid California Driver's License

Physical Requirements:

- Lift and carry items up to 60 pounds
- Post Offer/Pre-Placement Physical Exam (POPP)

Clearances:
- State and federal fingerprint clearance
- TB clearance (every 4 years)

Board Approved 3/15/2018