

KERN COUNTY SUPERINTENDENT OF SCHOOLS
APPROVED OCTOBER 2018
RANGE: 57.5
CLASSIFIED
CODE: 2, 3

INFORMATION TECHNOLOGY SUPPORT OPERATIONS SPECIALIST

DEFINITION

The Information Technology Support Operations Specialist will assist in the planning, development, and day-to-day operations of the installation, repair and upgrade services of Information Technology systems equipment at all sites and any other technology-related duties as assigned.

This includes working closely with the Facilities Department staff to plan and provide quality Information Technology systems design, energy efficiency and assistance with facility-related IT Systems.

The Information Technology Support Operations Specialist will also provide project management of various Information Technology projects.

The Information Technology Support Operations Specialist will provide regular project status reports to IT leadership.

EXAMPLES OF DUTIES

The Information Technology Support Operations Specialist is responsible for receiving and evaluating calls for Information Technology projects from staff and customers of KCSOS.

Information Technology project management duties;

work with contractors and vendors for technology systems repair and new construction projects;

provide assistance in technology modernization projects of KCSOS and district Information Technology;

coordination of day-to-day Information Technology-related project responsibilities;

work with Information Technology Department to organize major installations, work with Information Technology staff to plan systems and equipment upgrades, and project manage projects as assigned;

assist management with negotiate pricing and contracts and place orders for Information Technology systems equipment and purchases related to Information Technology;

assist Information Technology Engineers with research and plan purchase and installation of Information Technology systems for KCSOS-supported Information Technology, as well as supervise installation;

work with KCSOS staff and external consultants to ensure effective support for large-scale Information Technology projects;

QUALIFICATIONS

Knowledge of:

Extensive knowledge and experience with low voltage wiring and information technology systems;

extensive familiarity with a variety of types of information technology systems equipment and programming, and deployment processes;

knowledge of and experience in information technology-related issues;

knowledge of project management best practices; project scope, Gantt charting, Agile project management, change requests, critical path, ISO 10006, key performance indicators, project cost accounting.

Ability to:

Organize, manage and plan for a complex organization with a variety of critical responsibilities; perform on-site information technology evaluations;

interact successfully with senior staff and managers in pressure filled situations such as presentations and special events;

provide on-the-job instruction in customer relations and project management techniques; work with business office staff on service and equipment proposals and contracts;

work effectively with tenants of KCSOS on project management;

bend, stoop, crawl, reach and work overhead;

lift up to 50 pounds.

Experience:

A minimum of five (5) years experience in Project Management.

A minimum of five (5) years experience in the support of Information Technology Systems;

Education:

Graduation from an accredited four-year college or university required.

Work experience resulting in an equivalent knowledge base may be substituted for the degree requirement on a year for year basis over and above the minimum experience required.

Project Management Institute (PMI) Project Management Professional (PMP) preferred.

Conditions of employment:

Some positions may require proof of privately owned automobile insurance and possession of a valid California Motor Vehicle operator's license which must be maintained for the duration of the assignment.

Fingerprint clearance by both the Federal Bureau of Investigation and the California Department of Justice is a condition of appointment after all other required job conditions have been met.

Must present verification of completion of Child Abuse Mandated Reporter training or obtain verification within six (6) weeks of hire and annually thereafter, as required by the California Child Abuse and Neglect Reporting Act.

This position has a probationary period of six months or 130 days, whichever is longer.

CP: rn

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