



GLENDORA UNIFIED SCHOOL DISTRICT

EMPLOYMENT OPPORTUNITY

Equal Opportunity Employer

#25 18-19 2/4/19

INFORMATIONAL TECHNOLOGY SENIOR ANALYST

Open and Promotional

SALARY: \$5,328 - \$5,596 - \$5,879 - \$6,185 - \$6,493 (Placement may be made up through the third step based on experience according to merit system rules)

WORK HOURS: 8 hours per day

WORK YEAR: 12 months per year

BEGINNING DATE OF EMPLOYMENT: Upon selection and fingerprint clearance from the California Department of Justice. There is a \$32.00 fee to process fingerprints with the Department of Justice. Fingerprint clearance does not pertain to current employees of the Glendora Unified School District

CLOSING DATE OF APPLICATION: February 25, 2019

****Notice to Applicants****

Email is the primary form of communication for this recruitment. Please monitor your email account, including your spam folder, on a regular basis for any related communication.

JOB DESCRIPTION: Installs, configures, troubleshoots, and services networked computer workstations and related equipment and software used in administrative and specialized environments. Participates in installations and configuration, and assists with maintenance of server hardware and software for one or more local networks governing data communications among personal computers. Provides technical support and help functions that relate to computer hardware and software, data communications, and connectivity.

REPRESENTATIVE DUTIES: Provides technical assistance to staff on using computers and software programs including remote access and on the proper use of peripheral electronic equipment use to enhance presentations and viewing. Troubleshoots and performs various technical computer and peripheral repair duties that include but are not limited to diagnosing failures and isolating faulty parts, repairing or replacing parts, and verifying and testing for correct operations. Installs and configures networked computer users, e.g., computers, printers, modems, cabling, and peripheral communications equipment. Installs software and configures microcomputers to support electronic mail. Troubleshoots mail access problems. Participates in upgrading and maintaining networks such as would be found in a remote or dedicated area or as backup. Tasks include, but are not limited to operations, moves, changes, trouble detection/correction, path testing, and general maintenance. Activates data communications ports using network software. Implements protocols for electronic mail systems and accounts. Performs server maintenance, configuration, and monitoring by according to the requirements of the District and applications/software vendors. Participates in installing and configuring upgrades to existing wired and wireless networks that enhance continuous operations, desired performance, and service. Participates in troubleshooting to resolve network hardware and operations problems, including but not limited to connectivity, internet access, electronic mail and file servers. Works with the Network Systems Administrator, vendors, and department teams to troubleshoot and resolve IT problems, to implement projects, and replace hardware and software. Organizes and may lead a small work team to install workstations. Updates existing security software on networks and workstations. Tests existing operating systems and personal computers for potential viruses and security problems. Implements protocols and procedural controls for operation of the network systems. Receives and resolves advanced user 'help desk' calls. Documents calls and initiates work repair orders. Provides troubleshooting of user problems with common desktop software, accessing databases, network and networked equipment, and e-mail. Monitors host systems and peripheral equipment to process information, facilitate data transmittal, and produce and 'after-handling' of printed materials. Sets up and runs regularly scheduled and ad hoc production jobs and system backups according to schedules and systems operations instructions. Installs and configures workstations to networks. Connects workstations to servers and participates with others to connect with District-wide networks. Sets up employee accounts onto local networks. Installs, configures, and maintains specialized software that supports a variety of departments such as in academics and business. Tests software to ensure compatibility with the current operating environment and to equipment capability. Develops and maintains up-to-date documentation supporting assigned and related areas of responsibility including inventory and software licenses. Performs other duties as assigned that support the overall objective of the position.

QUALIFICATIONS:

Knowledge and Skills: Requires in-depth technical knowledge of personal computer operations, including the relationship and usage of various input and output components, business and education support software, and terminology. Requires a working knowledge of operating systems. Must understand the protocols and procedures for setting up new equipment, troubleshooting and performing routine maintenance. Requires a working knowledge of local area networks for personal computers, and connectivity between servers. Requires a basic knowledge of protocols such as TCP/IP, Serial, Ethernet, and Access Lists. Requires a basic understanding of the physical elements of the network including cabling and connections, and routing, switching, and repeating equipment. Requires sufficient communication skills to provide individual instruction and technical assistance on the use of PC-based software for business, internet, utility, and connectivity. Requires sufficient writing skill to document technical procedures.

Ability to: Requires the ability to install, configure, and troubleshoot networked computer workstations, systems, and programs used in both instruction and administrative areas. Must be able to install and configure microcomputer components such as, but not limited to, cards and drivers. Must be able to fabricate and connect interface cables and connections between computers. Must be able to analyze and evaluate the needs of users and develop alternative solutions. Must be able to prioritize and organize work to meet deadlines and timetables. Must be able to read, interpret and apply complex technical information including equipment blueprints and schematics. Requires the ability to give one-on-one and small group training in the use of computers and business and specialized software applications such as those used in education.

Physical Abilities: Requires ambulatory ability to move to various office and classroom-type locations and to bend, stoop, crawl and reach to install cables and equipment. Requires sufficient hand eye coordination and dexterity to make small component connections. Requires sufficient visual acuity to read technical documents and instructions and align small components. Requires sufficient auditory ability to carry on routine conversations. Requires the ability to lift, push, and pull objects of medium weight (less than 75 lbs.) on an occasional basis. Requires the ability to work in confined areas with noise variations, dust, and limited ventilation.

EDUCATION AND EXPERIENCE: The position typically requires an Associate’s degree in computer science or related technical field and 3 years experience in the setup of networked computer workstations and advanced computer technical support. Industry certifications may substitute for some experience.

LICENSES AND OTHER REQUIREMENTS: Valid California driver's 1 license.

WORKING CONDITIONS: Work is performed indoors where some safety considerations exist from physical labor, positioning in cramped areas, and handling of medium weight, yet, awkward materials.

Glendora Unified School District

Personnel Services, 500 North Loraine Avenue, Glendora, California 91741 - (626) 963-1611. Website: www.glendora.k12.ca.us

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