



# Val Verde Unified School District Employment Opportunity

## CLASSIFIED VACANCY

**First consideration will be given to In-District Employees  
(Not including substitutes or supervision aides)**

<b>POSITION:</b>	<b>Information Technology Technician II Network Services - Help Desk</b>
<b>LOCATION:</b>	<b>TBD</b>
<b>RECRUITMENT NUMBER:</b>	<b>CL1819005</b>
<b>APPLICATION DEADLINE:</b>	<b>July 27, 2018 - 4:00 p.m.</b>
<b>SALARY RANGE:</b>	<b>PERS contribution <b>Classic</b> member \$42,043.58 - \$75,142.85 annually \$19.907 - \$35.579 hourly (Beginning salary placement - step 1, yearly step increase to max out on step 10).  PERS contribution <b>New</b> member \$41,650.75 - \$74,439.55 annually \$19.721 - \$35.246 hourly (Beginning salary placement - step 1, yearly step increase to max out on step 10)</b>
<b>WORK YEAR:</b>	<b>12 months, 8 hours per day</b>
<b>TESTING:</b>	Applicants passing the initial screening for the position will be <b>invited</b> to take the District exam.
<b>HUMAN RESOURCES CONTACT:</b>	<b>Kiyomi Richard, Personnel Technician II</b>

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### Minimum Qualifications:

- High school diploma or equivalent.
- A+ Certification or a Microsoft Operating Systems Certification or successful completion of at least 15 units of college level computer science related courses.
- Minimum of 4 years' experience utilizing a variety of computer hardware, software and networking.
- Help desk experience is preferred.

### How to Apply:

At this time, Human Resources does not accept paper, emailed or faxed applications for this recruitment. All applications must be submitted no later than 4:00 p.m. on the application deadline. Please visit our website at [www.valverde.edu](http://www.valverde.edu) and click on "Employment Opportunities" for additional postings and applications.

### Online Application Attachments:

Interested applicants are **required** to submit an [EDJOIN online application](#) and the following attachments:

- Supplemental Questions (These questions are located on the last page of the [online](#) application.)
- High school diploma or equivalent.
- Copy of A+ Certification **or** a copy of Microsoft Operating Systems Certification **or** a copy of transcripts showing at least 15 units of college level computer science related courses.

**NOTE: Application packet must be complete at time of submission.**

- ❖ **Employment in this position is contingent upon pre-employment clearances: Board Approval, Department of Justice Clearance, Negative Tuberculosis Test, Pre-employment Physical Exam and any license/certification required by this job description.**

**Employment Status:**

Classified Bargaining Unit Position within the Val Verde Unified School District.

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**DEFINITION**

Under direction of the Director of Information Technology or designee - responsible for providing technology support for help desk calls and tickets. Duties include entering calls into tracking system, prioritizing, evaluating and resolving calls; escalating calls/tickets as required, follow-up with customers; keeping abreast of District hardware and software technology; fixing and installing computers.

**EXAMPLES OF DUTIES**

- Provide technology support for help desk calls and tickets.
- Determine whether hardware and/or software issue and resolve calls immediately with staff when possible.
- Analyze, evaluate and prioritize each call to determine appropriate response and referral; determine if on-site assistance by Information Technology staff or vendor is appropriate.
- Assign each call or ticket based on service level.
- Communicate with users regarding problem status, system status, production schedules and timelines and changes to procedures.
- Work in the field and repair shop - installing or repairing computers, troubleshooting and fixing computer related issues.
- Coordinate computer warranty issues with third-party vendors, notify vendors of necessary repairs/parts and maintain accurate records of requests.
- Process transfer of expenditures on non-warranty parts for computer repairs.
- Maintain knowledge of system software and hardware features and procedures and their application by the user.
- Tests solutions to ensure problems are corrected; assist in the identification, change, and enhancement of system software and system procedures and test all changes prior to release to users.
- May visit sites to provide training and to observe effectiveness of existing systems and procedures.
- Perform other related duties as assigned and required within the classification.

## **EMPLOYMENT STANDARDS**

### **KNOWLEDGE AND ABILITIES**

#### **Ability to:**

- Perform advanced computer troubleshooting, analysis, critical thinking and problem solving.
- Learn multiple programs and systems; use and apply accordingly.
- Manage multiple tasks with frequent interruptions, occasionally in urgent situations.
- Manage multiple priorities.
- Communicate, interact and work effectively and cooperatively with people.
- Display good written/oral communication skills.
- Work independently and efficiently, prioritize tasks and exercise good judgment.

### **EDUCATION AND EXPERIENCE**

#### **Education and Experience:**

- High school diploma or equivalent.
- A+ Certification or a Microsoft Operating Systems Certification or successful completion of at least 15 units of college level computer science related courses.
- Minimum of 4 years' experience utilizing a variety of computer hardware, software and networking.
- Help desk experience is preferred.

### **EMPLOYMENT STATUS**

Classified Position

02/10/15

Position Flown: 07/16/18