

**SAN MATEO-FOSTER CITY SCHOOL DISTRICT**

**JOB DESCRIPTION**

**TITLE:** Information Technology Analyst  
**CERTIFICATED/  
CLASSIFIED:** Classified  
**REPORTS TO:** Director of Technology  
**EVALUATED BY:** Director of Technology

**DESCRIPTION OF BASIC FUNCTIONS AND RESPONSIBILITIES:**

Under the supervision of the System Administrator, this position is responsible for technical and analytical duties in the operation of the organization, client/server and computer systems and networks. The duties include work in the areas of user and system requirements and analysis, applications development and maintenance, computer systems support, network maintenance, and data/database analysis/administration.

**TYPICAL DUTIES:**

- Evaluate, test, and deploy all software and hardware upgrades to client based devices
- Assist in monitoring of all servers, storage, applications and services using a combination of tools to ensure high availability
- Configure and maintain Active Directory including Group Policies, network printing services, account and group management, and security.
- Perform updates to security patches for OS and applications, Antivirus and spyware protection
- Assist/Test the creation of images for a variety of server/desktop operating systems
- Assist/Test the creation of images for a variety of mobile device operating systems
- Evaluate, design, monitor, implement and maintain computer software applications.
- Install, upgrade, configure, and maintain all server-side applications for managing tablets and mobile devices.
- Lead role in procurement process (gathering quotes, distribution, and inventory) for computing devices requests from within the organization.
- Assist in the development of bid (i.e. RFP, RFQ, RFI) requirements, evaluating vendor responses to bids.
- Perform integration tasks between software/hardware systems.
- Review and determine technical specs for hardware and software purchases as assigned.
- Train and support the work of IT Technicians
- Implement/improve upon server/systems monitoring capabilities
- Attend and actively participate in weekly meetings
- Work on assigned projects and complete within timetable
- Perform other duties as assigned

**KNOWLEDGE AND ABILITIES:**

- Advanced knowledge of installations, upgrades and troubleshooting of directory service servers
- Knowledge of active directory and technologies in Microsoft operating systems
- Knowledgeable with supporting other non-Microsoft Desktop/Laptop and Mobile Device operating systems.

- Possess a good understanding of Networking Protocols (TCP/IP, DNS, DHCP, SMTP)
- Have thorough understanding of active directory domain controller design, schema, and organizational unit design.
- Have excellent working knowledge of domain name system, group policy objects, ability to automate the Windows environment via scripts
- Knowledge in managing and maintaining open source systems
- Ability to build integration between systems (e.g. data extraction, programming, data synchronization)
- Strong technical aptitude and ability to research and solve complex issues independently
- Software development experience with programming languages
- Strong documentation skills (e.g. architecture w/ Visio, How-To-Docs)
- Individuals must maintain a professional attitude and appearance.

#### **EDUCATION AND EXPERIENCE:**

- BA or BS in Computer Science, Computer Engineering or equivalent computer science major (relevant experience may be considered in lieu of a degree)
- 3+ years experience in Systems integration/management
- 3+ years experience with computer/server hardware and software
- Industry Standard Server Administration, Virtualization certifications

#### **LICENSES AND OTHER REQUIREMENTS:**

- Requires possession of a valid Driver's license.
- May require a pre-employment physical examination

#### **WORKING CONDITIONS:**

##### **ENVIRONMENT:**

- Ability to deal with angry/upset people in a calm and professional manner.
- Work environment is a combination of an office setting and occasional travel

##### **PHYSICAL DEMANDS:**

- Requires willingness and ability to work effectively and move about in an office and travel to local areas
- Physical, mental and emotional stamina to work up to an eight-hour shift under sometimes-stressful conditions, with frequent distractions and interruptions

##### **HAZARDS:**

- Occasionally working in a cramped or restrictive work area

#### **ADA ESSENTIAL FUNCTIONS:**

When performing the duties of this job, the employee is regularly required to sit, walk, and stand, sometimes for prolonged periods of time; operate a computer and keyboard; maintain visual acuity to review written documentation; hear and understand speech at normal room levels and on the telephone; taste and smell; demonstrate manual dexterity to operate equipment; lift horizontally and vertically; bend and stoop. The employee must be able to perform the duties of a rigorous work schedule, including visits to school sites. Ability to lift 40-60 pounds on an intermittent basis. Sufficient mobility to enter/exit a vehicle and drive to various locations. Sufficient mobility to lift, carry, bend, stoop, push/pull, stand and walk to install, repair and transport technology equipment. Sufficient hand/eye coordination and manual dexterity to use a wide variety of office and technology equipment, to keyboard and write, file and maintain records.