

HEBER ELEMENTARY SCHOOL DISTRICT

CLASS TITLE: LEAD INFORMATION TECHNOLOGY TECHNICIAN

BASIC FUNCTION:

Under the direction of the Superintendent or designee, plans, organizes, installs and manages the District's technology infrastructure, data center, operations and major business application in a complex TCP/IP, Microsoft Windows, IOS and other proprietary products network. Designs and installs Local Area Networks (LAN), Wide Area Networks (WAN), Voice over Internet Protocol communication system (VOIP), Wireless Internet (WIFI), student databases, and related information technology and peripheral equipment and makes recommendations regarding the purchase of hardware, software, data circuits and overall configuration.

Maintains data communications networks and performs associated technical and support functions. Works closely with management to prioritize daily, short-term, and long-term goals. Provides assistance, direction and training to users, TIS staff, and school site staff. Provides District-wide technology support to District personnel; troubleshoots and diagnoses computer problems and malfunctions; provides training to District personnel in operating computers, navigating network systems, mobile devices and related equipment or applications.

ESSENTIAL DUTIES:

- Lead, coordinate, monitor and provide a variety of specialized services in the installation, operation, repair and maintenance of network infrastructures including Wide Area Networks (WAN), Local Area Networks (LAN) and related equipment.
- Install, upgrade, maintain, troubleshoot and repair a variety of network problems, data storage, VOIP systems and server infrastructure systems involving routing, communications, network operating systems, printing, servers, memory management, firewalls and other applications; conduct diagnostic testing on computers and network configurations as needed.
- Provide technical information, advice or referrals to other staff, departments, sites and end users; provide training and support in the proper use of installed software systems, computers and peripheral equipment; respond to questions or problems in person, by email or on the telephone.
- Respond to inquiries and information technology work requests; delegate work requests and tasks to assigned staff; set priorities regarding work requests and projects.
- Lead and provide work direction to assigned staff.
- Provide input into the selection of hardware and software for educational purposes.
- Coordinate technology needs for District student assessments and testing.
- Administer, manage and coordinate the USAC's E-rate program for the District.
- Implement and coordinate the Substitute software system; provide technical support for staff utilizing substitute finding software systems.
- Assure proper network security; provide support and solutions in solving security issues and in identifying priorities in resolving security issues; manage user groups and security access; reset staff passwords as necessary.
- Provide technical support in the management and maintenance of the District website, phone system, and the Student Information System database (SIS).
- Operate, set-up, adjust, and maintain a variety of computers, mobile devices, servers, switches, hubs, routers, software applications and peripheral equipment; operate and maintain a variety of specialized equipment and software related to the upgrade, installation and repair of network systems and wireless infrastructure to support future demands. utilize a variety of hand and power tools to make repairs.
- Order materials, supplies and equipment needed for repairs according to established guidelines; communicate with outside vendors to research prices and obtain hardware and software solutions; consult with vendors, service providers and technical support regarding the purchase of parts, status of repairs, and software and hardware related questions.
- Maintain inventory of necessary information technology equipment, supplies and parts; arrange for major repairs of equipment.
- Prepare and maintain a variety of records and reports related to assigned activities.
- Attend and conduct meetings and staff trainings; serve as the IVTA board representative for the District; attend seminars related to information technology to maintain current knowledge of technological advances in the field.

OTHER DUTIES:

Perform related duties as assigned.

KNOWLEDGE OF:

- Computer hardware systems and software applications utilized.
- Technical aspects of LAN and WAN system operations and maintenance.
- Voice over Internet Protocol communication systems (VOIP) and Wireless Internet (WiFi) operations.
- Database structures, on-line applications and system capabilities of assigned computer systems.

ABILITY TO:

- Communications and networking equipment such as network hubs, switches, file servers and routers.
 - Instructional technologies and methods used in classroom instruction.
 - Systems integration and infrastructure.
 - Staff training and development practices and techniques.
 - Operation and maintenance of a variety of specialized equipment and hand tools.
 - Database structures, software applications and system capabilities of assigned computer systems.
 - Principles, methods and procedures of operating computers and peripheral equipment.
 - Network navigation and security aspects of network systems.
 - Diagnostic techniques and procedures used in computer repair.
 - Record retrieval and storage systems.
 - Oral and written communication skills.
 - Interpersonal skills using tact, patience and courtesy.
 - Record-keeping and report preparation techniques.
 - Modern office practices, procedures and equipment.
 - Technical aspects of field of specialty.
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- Lead, coordinate, monitor and provide a variety of specialized services in the installation, operation, repair and maintenance of computer networks and related equipment.
 - Provide technical support to personnel concerning computer operations, mobile devices, software applications and related malfunctions.
 - Troubleshoot and diagnose computer problems and malfunctions.
 - Schedule, delegate and arrange for computer hardware, software and network maintenance, installations and repairs.
 - Lead and provide work direction to assigned staff.
 - Determine appropriate action within clearly defined guidelines.
 - Train and provide technical support to District personnel.
 - Adapt new or existing equipment for integration into current systems.
 - Respond to user requests for assistance and malfunction correction and provide technical support.
 - Analyze situations accurately and adopt an effective course of action.
 - Manage server-based applications.
 - Utilize a variety of computer applications and operating systems.
 - Operate standard office equipment including a computer and assigned software.
 - Communicate effectively both orally and in writing.
 - Establish and maintain cooperative and effective working relationships with others.
 - Work independently with little direction.
 - Understand and follow oral and written instructions.
 - Meet schedules and time lines.
 - Maintain records and prepare reports.
 - Complete work with many interruptions.

EDUCATION AND EXPERIENCE:

Any combination equivalent to: Associate degree in computer science, information systems or related field and three years of experience in the installation, maintenance and repair of computer systems, networks, servers, peripherals and related equipment.

LICENSES AND OTHER REQUIREMENTS:

Valid Class C California driver's license.

Valid CompTIA A+ certification.

WORKING CONDITIONS:

ENVIRONMENT:

- Indoor office and classroom environment.
- Driving a vehicle to conduct work.
- Constant interruptions

PHYSICAL DEMANDS:

- Hearing and speaking to exchange information and make presentations.
- Dexterity of hands and fingers to operate a computer keyboard.
- Sitting or standing for extended periods of time.
- Seeing to view a computer monitor.
- Bending at the waist, kneeling or crouching to move and service computer equipment.
- Lifting, carrying, pushing or pulling moderately heavy objects as assigned by position.

Name: _____ Signature: _____ Date: _____

