Type: Classified
Status: Active

Tech IV - Management Technician

Reports To: Assigned Administrator

Evaluates: None

Supervises: None

Job Goal

Under the direction of the appropriate administrator, perform a variety of complex duties in the analysis, design, programming, deployment, testing, implementation and maintenance of the district's administrative and instructional support systems. Recommends improvements in the systems and procedures to meet district information requirements. In collaboration with various sites, departments and outside agencies, prepares, reviews, reconciles and maintains complex data sets generated for both intra- and inter-district uses. Provide district departments and personnel with information technology and procedural solutions to support specific funtionality requirements. Coordinate the implementation and and maintenance of operations supporting a complex local area networks (LAN), wide area network (WAN), phone systems (VOIP, Analog), security systems (video cameras, alarms, radio communications systems), servers and applications (hosted and on premise).

Essential Job Functions • Required Knowledge and Abilities

-Keep abreast of new technologies/products in the field and act as a technical resource.
-Facilitate the computerized collection, management, manipulation and distribution of data used for decision-making and in the daily operation of schools and departments.
-Assume project level responsibility for planning, development, implementation and maintenance of the district's information systems using the current application programming and relational database management tool set.
-Create system and end-user documentation of new and changed applications in accordance with established standards and procedures.
-Locate sources of and solve a variety of system problems and malfunctions; provide end user support.
-Consult with customers on system requirements, schedules and implementation strategy; analyze customer requests to determine scope of operational and informational needs; familiarize customers with capabilities and limitations of information technology; maintain a continuing liaison with customers to ensure implementation and maintenance of systems.
-Perform feasibility studies and prepare project proposals; prepare specifications, costs benefit analysis and schedules.
-Install workstation hardware and related equipment. Install and configure workstation software.
-Monitor and maintain system and data connections to various resources. Monitor network performance.
-Prepare written design documents and project plans.
-Evaluate hardware and software for applicability to district requirements.
-Assist with planning, designing and installing physical elements of LANs and WANs including assembling cables and connectors and designing electronic interface for a variety of applications.
-Prepare areas for the layout and installation of power, workspace, cables and environmental factors.
-Work from schematics, architectural and electrical diagrams and blueprints, specifications, shop drawings and sketches.
-Coordinate necessary repair work with vendors and district staff.
-Evaluate and recommend tools and test equipment.
-Provide training and technical assistance to users; provides cross-training for staff.
-Oversee the maintenance of inventory records; prepare reports as necessary; represent Information Services and serve on committees as required.
-Assist in selecting, training and directing the work of designated staff.
-Lead and/or attend meetings.
-Willingness to attend advanced training and certification by exam (CCNA, CCNP, SQL).
-Participate in after hours and emergency monitoring and response activities as necessary.
-Perform related duties as assigned.
 Knowledge of:
-Organizational development principles and practices
-Techniques and strategies for enterprise planning
-District curriculum and school instructional programs
-Applicable laws, codes, regulations, policies and procedures, and practices within the district
-State and Federal data reporting systems and requirements; and applicable privacy laws
-Project management, including the development of budgets, timelines and allocation of staff
-Contemporary information technology systems, applications, operations and languages
-Technical aspects of LAN/WAN hardware and software
-Network components, wiring and cabling methods, concepts, various applications, software and hardware tools
-Client/server, virtualization, storage architecture and technologies
-Database and web-based data management systems
-Systems development life cycle
-Current application programming, structured query language and relational database management tool sets
-Effective strategies for organizing data into comprehensible presentations for various audiences
-Effective strategies for communicating and training staff on data systems usage, analysis, and interpretation
-Meet with district staff and staff from other agencies to identify requirements and oversee project planning including cost projections, design, implementation and post- implementation operation and maintenance.
Ability to:
-Analyze situations accurately and adopt an effective course of action

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-Meet schedules and timelines
-Work independently with little direction
-Work in a team development environment
-Communicate effectively both orally and in writing, understand and follow oral and written directions
-Obtain accurate and complete information from users, in person and by telephone, to identify their needs and problems and develop responses and solutions
-Understand and apply detailed procedural requirements and standard database administration tools and utilities to ensure accuracy in enterprise data management systems
-Maintains tables and database structures; uses query tools to develop and generate reports; performs basic database maintenance, administration and recovery on applications databases
-Develop and maintain user interfaces, scripting, automation between systems and databases
-Effectively and efficiently reconcile large quantities of data, ensuring accuracy
-Train users on uses, operations, functionalities and features of the enterprise systems
-Establish and maintain cooperative and effective working relationships with others
-Periodically upgrade skills in order to meet changing needs
-Operate a computer and assigned office equipment efficiently
-Evaluate hardware and software for applicability to district requirements

Minimum Qualifications

Graduation from a 4-year college with a B.A. or B.S. with emphasis in Computer Science, Education, or a related field; Four years of experience is desirable; experience in the field may be substituted for the requirements where appropriate; experience in training groups in the use of technology; experience with databases, problem identification and resolution concerning computer programs and procedures; recent experience with client/server and databases; Recent experience with student systems.
DESIREABLE: Experience in K-12 school environment; Cisco networking, wireless, VOIP, Windows and Macintosh OS, iOS, Chrome/Android, mobile devise management, VMWare, SQL, Microsoft SQL, FileMaker Pro, programming and scripting languages, Python, Ruby, network management and web technologies.

Terms of Employment

Twelve month work year, full time; current TB test; current DMV Clean Driving Record Report; Criminal Justice Department Fingerprint Clearance

Working Conditions

ENVIRONMENT   Office environments, school site, media center, classrooms, computer lab; travel between school sites and various professional development opportunities.

PHYSICAL ABILITIES   Hearing and speaking to exchange information in person and on the telephone
Seeing to view a computer monitor, read, and analyze information
Dexterity of hands and fingers to operate a computer keyboard and other technology equipment
Lift and move equipment up to 50 lbs.
Sit, squat, bend and stoop in order to assist in instruction

HAZARDS   Exposure to intermittent noise
Frequent interruptions
Potential for contact with blood-borne pathogens and communicable diseases