



HUNTINGTON BEACH CITY SCHOOL DISTRICT

Information Technology Technician

Established date: 7/1/2015

Revision date: 11/17/2015

GENERAL PURPOSE

Under general supervision, performs skilled technical support of computers, peripheral equipment, local and wide area networks, internet and intranet services, various server platform connections and remote access; researches, troubleshoots, diagnoses and resolves difficult hardware, software and network connectivity problems, including problems in interactions between hardware, software and network operating systems and hardware/disk failures; maintains and supports the District's website; and performs related duties as assigned.

DISTINGUISHING CHARACTERISTICS

An Information Technology Technician performs paraprofessional duties in the troubleshooting and resolution of technical issues and in the maintenance and support of assigned systems. Assignments are typically received in general terms, and incumbents are expected to act independently within the frame work of established policies, procedures and objectives.

This position is directly responsible to the Executive Director of Technology Services or his/her designee.

ESSENTIAL DUTIES AND RESPONSIBILITIES

The duties listed below are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to this class.

1. Receives, documents, diagnoses and resolves user problems and requests for technical assistance on computers, peripheral equipment, local and wide area networks, internet and intranet services, various server platform connections and remote access.
2. Provides support and maintains assigned local area and wireless networks, servers, computers and operating system platforms; installs, configures, maintains and repairs a variety of servers, routers, switches, wireless internet connections, computers, peripherals and other devices; installs, sets up or relocates, configures, repairs and supports PC hardware and software and peripherals; installs software and software upgrades and configures synchronization.
3. Researches, troubleshoots, diagnoses and resolves difficult hardware, software and network connectivity problems to minimize system downtime, including performance degradation, problems in interactions between hardware, software and network operating systems and hardware/disk failures.
4. Interviews, analyzes and documents end-user system and network requirements; assists with research, testing and evaluation of vendor hardware and software products; evaluates products for their conformance with user requirements and compatibility with District operating system and network environment; makes recommendations on the selection and purchase of hardware, software and upgrades.
5. Coordinates with vendors on technology projects; coordinates warranty repair and maintenance; coordinates equipment repairs; maintains inventory and arranges for purchase and shipment of required parts.
6. Maintains and supports the District's website; maintains and updates application software, web server software, and database software on related servers; assists or trains users in utilizing web-based applications and creating and uploading web-based content.

7. Drives vehicles to and from work sites.
8. Maintains technical system and configuration documentation and logs and maintains technical knowledge base; documents network components, such as network diagrams and schematics, physical hardware, cabling and changes to systems; documents repair and maintenance history; prepares and updates training manuals and policy guidelines for system use and operation; maintains records of software licenses and updates and hardware serial numbers; completes and submits work orders and time sheets on a timely basis; attends meetings; participates in safety training.

MINIMUM QUALIFICATIONS

Knowledge of:

1. Advanced methods, principles, practices and techniques for troubleshooting and determining the causes of system, computer and PC hardware problems and device errors and failures.
2. Desktop computers, tablets and peripherals including hardware and software installation, operation and maintenance.
3. Principles, practices and methods of systems and network administration and maintenance, including procedures for establishing network connectivity and security.
4. Basic principles and practices of systems analysis and network design.
5. Customer service practices.
6. Standard software packages, including word processing, spreadsheet, presentation, graphics and database programs.
7. Principles, practices and techniques of creating web applications, designing web pages, and database structures.
8. Applicable health and safety regulations.
9. Correct English usage, including spelling, grammar and punctuation.
10. Recordkeeping, filing and basic purchasing procedures and expense reporting.
11. Uses and operations of computers, standard business software and specialized database and spreadsheet applications.

Ability to:

1. Analyze difficult problems, evaluate alternatives and make sound recommendations.
2. Troubleshoot, diagnose and resolve complex and ambiguous computer hardware and software problems and failures of varying difficulty efficiently and effectively.
3. Configure, maintain, manage and tune the operations of network systems to achieve optimal technical performance and user support.
4. Obtain accurate and complete information from users, in person and by telephone, to identify their needs and problems and develop responses and solutions.
5. Install and configure computers, peripheral equipment, devices and other technology tools.
6. Provide user training related to the use of information technology.
7. Make arithmetic calculations related to specialty quickly and accurately.
8. Work effectively with diagrams, blueprints, plans, sketches and specifications.
9. Use a variety of tools and machines utilized in the trade.
10. Exercise sound judgment in the selection of proper materials and methods of performing work.
11. Estimate time, materials and equipment required to perform assigned duties.
12. Operate a computer, standard business software and a variety of computer software programs and databases related to area of assignment.
13. Communicate effectively, both orally and in writing.
14. Understand and follow written and oral instructions.
15. Establish and maintain effective working relationships with administrators, staff, students, parents, the public and all those encountered in the course of work.

Education, Training and Experience:

A typical way of obtaining the knowledges, skills and abilities outlined above is:

Graduation from an accredited two-year college with an associate of arts degree in information technology or advanced training and certification in information technology; and two years of progressively responsible experience in computer systems, network and/or customer support; or an equivalent combination of training and experience. Experience in a school district is preferred.

Licenses; Certificates; Special Requirements:

A valid California Class C driver's license and the ability to maintain insurability under the District's vehicle insurance program.

Successful completion of a comprehensive background investigation including a review of employment history, criminal conviction record and fingerprinting is required.

PHYSICAL AND MENTAL DEMANDS

The physical and mental demands described here are representative of those that must be met by employees to successfully perform the essential functions of this class. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Physical Demands

While performing the duties of this job, the employee is regularly required to sit, walk and stand; talk and hear; use hands to finger, handle, feel or operate objects, tools or controls; reach with hands and arms; and perform repetitive movements of hands or wrists. The employee is frequently required to climb or balance and stoop, kneel, crouch or crawl. The employee is frequently required to lift up to 25 pounds unaided or 50 pounds with assistance. Specific vision abilities required for this job include close vision, distance vision, color vision, peripheral vision, depth perception and the ability to adjust focus.

Mental Demands

While performing the duties of this class, the incumbent is regularly required to use written and oral communication skills; read and interpret data, drawings and specifications; analyze and solve problems; use shop math and mathematical reasoning; work under deadlines with interruptions; and interact with others encountered in the course of work including District managers, employees, contractors, vendors and dissatisfied/abusive individuals.

WORK ENVIRONMENT

The employee works in an office and field environment where the noise level is usually moderate. Some work is performed in confined spaces, and employees may be exposed to airborne dust and particles and the risk of electrical shock.

Work requires responding to on-call services as requested.

FLSA Designation:	Non-Exempt
EEO Category:	Paraprofessional
Bargaining Unit:	CSEA
Probationary Period:	9 months new, 6 months existing