



RIALTO UNIFIED SCHOOL DISTRICT CLASSIFIED

TECHNOLOGY SERVICES SPECIALIST

DEFINITION:

Under the direction of the assigned Administrator or Supervisor, perform specialized duties in the implementation, support, and maintenance of various applications and support systems; server installations; install, configure, and connect technology equipment to LAN and to the District's WAN; assist in configuration, installation, and administration of routers and switches; assist in the maintenance of a wide area network; prepare and maintain complex reports and document related to assigned activities; perform other job-related duties as assigned and/or as required.

ESSENTIAL DUTIES:

- Provide dispatched user service support concerning the District computer system hardware and software applications provide technical assistance to teachers, clerical staff, and administrators for use of computers, printers, scanners, web cameras, school site network equipment (routers, switches, hubs), and servers; provide specific operational assistance concerning a variety of applications.
- Assist in the training of in-service teachers and site staff to use computer hardware and software and offer operational solutions related to logging on to the network, use of computers, printers, and use of standard District supported software; provide technology support that enables classroom teachers to integrate technology into the curriculum; assist in developing site staff mastery of basic information literacy skills.
- Assist in the network and -computer operational processes; aide in the preparation of user instructions concerning operating and log-on procedures.
- Perform technical functions in the installation, setup and configuration of switches, routers, wireless devices, computers, printers, and application software including their ability to run on a network.
- Assist in testing and performing hardware and software installation of various end-user devices.
- Monitor various servers, assigned networks, and services; participate in the implementation, management, and maintenance of assigned servers in both physical and virtual environments; set-up server backups.
- Prepare and maintain a variety of files, logs, and records pertaining to the District's computer hardware and software systems, the Local Area Network, and the Wide Area Network System; organize and prepare application software documentation, procedural documentation, and operational instructions.
- Assist in the imaging of software configurations to be installed over the network onto multiple systems.
- Assist in the implementation of software application processes concerning e-mail, scheduling, calendars, and internet access.
- Utilize group collaboration platforms to facilitate user interactions, file sharing, and support.
- Evaluate data and reports to maintain quality control; create schedules and document custom extracts

- Assist WAN Specialist in maintaining and troubleshooting the LAN wireless and WAN equipment: troubleshoot servers; assist in the organization of computer or computer lab installations and site solution projects.
- Assist with installation and maintenance of battery backup solutions.
- Communicate with administrators, personnel, and outside agencies to exchange information, coordinate activities, and resolve issues or concerns; communicate District technology goals to school site staff;
- Interface with vendors and contractors to resolve technical issues related to management software applications; communicate with equipment repair contractors for repair of computers and printers.
- Operate standard office equipment, a computer, and assigned software; perform hardware and software tests, using a variety of diagnostic hardware, test equipment, and software; perform minor software and technology equipment maintenance and repair; drive a vehicle to conduct work.
- Maintain knowledge of changes in reporting requirements through District-provided applications.
- Participate in complex data information systems projects.
- Provide support to Technology Support Technicians and assist with performing full range of Technology Support Technician duties.
- Perform other job-related duties as assigned and/or as required.

KNOWLEDGE AND ABILITIES:

KNOWLEDGE OF:

- Methods, procedures, and techniques pertaining to a computer, local and wide area network, hardware, and software application systems.
- Information Technology industry trends, practices, and procedures.
- Routers, switches, wireless devices,
- Computer operating systems.
- Most current versions of desktop/server operating systems.
- Most current versions of Microsoft Office collaboration suite.
- Current version of Google workspace.
- Current version of Tablet O.S. Current versions of mobile device management
- Materials, methods and tools used in the installation, operation and repair of computer systems and applications.
- Technical aspects of computer training and support.
- Organizational operations, policies, and objectives.
- Policies and objectives of assigned program and activities.
- Recordkeeping and report preparation techniques.
- Oral and written communication skills.
- Interpersonal skills using tact, patience and courtesy.
- Modern office practices, procedures, and equipment.
- Basic math.

ABILITY TO:

- Participate in the operation of the District Information Technology operation effectively and efficiently.

- Test, analyze, and interpret -computer hardware and software problems, and determine solutions.
- Demonstrate the connectivity of computer peripherals, printers, scanners, and digital cameras.
- Operate the following software: the latest version of Microsoft Operating Systems, word processing, spreadsheets, PowerPoint, Google Workplace and MAC OS/IOS.
- Install Cisco switches, routers, wireless devices, NS servers, the latest Microsoft Server Operating Systems.
- Install application systems and provide administration of the system(s).
- Learn and utilize site computers and District standards on software and hardware.
- Examine and diagnose equipment and software problems.
- Communicate effectively, both orally and in writing.
- Establish and maintain cooperative working relationships.
- Maintain records and prepare reports.
- Determine appropriate action within clearly defined guidelines.
- Work independently with little direction.
- Meet schedules and timelines.
- Plan and organize work.
- Maintain current knowledge of technological advances in the field.

EDUCATION AND EXPERIENCE:

EDUCATION:

Bachelor's degree in Computer Information Systems or a related field. 60 semester hours of college coursework and 2 years' experience in the implementation, operations, and repair of computers can be substituted for the Bachelor's degree.

EXPERIENCE:

Five years of paid experience in the installation, configuration, and administration of the latest server OS, and installing, configuring, and/or administering routers and switches. Recent job-related experience within the last five years is required

LICENSES, CERTIFICATIONS AND OTHER REQUIREMENTS:

- Possession of a valid California Motor Vehicle Operator's license.
- Insurability by the District's liability insurance carrier.

PREFERRED QUALIFICATIONS:

Bachelor's degree in computer science or closely related field is desirable, but not required. CompTIA certification (A+ and Network+) is desirable, but not required. Supplemental training in the operation of personal computers preferably with the brands and models used in the schools is desirable, but not required. Certifications in technology, Cisco, (CCNA), Microsoft certificates, VMWare and Help Desk are preferred, but not required.

WORKING CONDITIONS:**ENVIRONMENT:**

Indoor, office work environment. Classroom environment. Driving a vehicle to conduct work.

PHYSICAL ELEMENTS:

The physical requirements indicated below are examples of the physical aspects that the position classification must perform in carrying out essential job functions.

- Will frequently exert 20 to 70 pounds of force to lift, carry, push, pull or otherwise move objects.
- Will involve sitting for extended period of time, but will involve walking or standing for brief periods.
- Must be capable of perceiving the nature of sound.
- Must possess visual acuity and depth perception.
- Must be capable of providing oral information.
- Must possess the manual dexterity to operate equipment and use hand tools, and handle and work with various materials and objects.

Reasonable accommodation may be made to enable a person with a disability to perform the essential functions of the job.

POTENTIAL HAZARDS:

Working at heights. Regular exposure to fumes, dust and odors. Exposure to hot, cold, wet, humid, or windy conditions caused by weather may occasionally be experienced. Bending, kneeling, or crouching. Exposure to excessive noise

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