

## **Santa Maria-Bonita School District Technology and Information Systems Specialist**

### **BASIC FUNCTION**

Under the direction of the Administrator of Technology and Information Systems, provides assistance to the District and school sites in selecting, installing, and maintaining microcomputer hardware, software, and applications.

### **REPRESENTATIVE ESSENTIAL DUTIES**

- Participate in the District's long and short term plans for technology initiatives
- Provide direction over department clerical and technical staff
- Develop and provide training on systems standards and operating standards to Microcomputer/Network Support Technicians
- Provide lead technical assistance to Microcomputer/Network Support Technicians on non-routine items that require comprehensive research into areas that are complex and lack precedence or policy and assists in the development of policy and procedure based on those findings
- Communicate with various management personnel, school personnel, District staff, vendors, communication companies, and outside organizations to coordinate activities, exchange information, and resolve issues and concerns
- Assist with coordination of activities, acquisition and preparation of equipment among various district departments, school sites, and outside vendors for time-sensitive projects
- Prioritize and schedule requests for technical support services
- Evaluate the scheduling of computer installations, maintenance, and repair
- Provide recommendations concerning the purchase of new computer systems, software, and equipment
- Maintain a variety of records related to installation configuration, inventory, equipment maintenance, and services provided
- Assist in the maintenance of the district-approved technology purchase website
- Establish and maintain positive relationships among various district departments, school site, and outside vendors to benefit the on-going goals of the Information Technology Department, while appropriately maintaining any information that may be considered confidential

### **KNOWLEDGE AND ABILITIES**

#### Knowledge of:

PC compatible microcomputers, terminals, peripherals, platforms, and related software programs

Networking operating systems

Software maintenance, network performance tuning, and system diagnostic software

Telecommunication and network access protocols

Effective oral and written communication skills with correct English usage, grammar, spelling, punctuation, and vocabulary

Effective interpersonal skills

**Technology and Information Systems Specialist** (continued)

Ability to:

Be customer focused

Meet schedules and timelines

Respond to urgent, changing priorities

Work independently with minimal direction from Coordinator of Technology and Information Systems

Train assigned personnel

**EDUCATION AND EXPERIENCE**

Completion of two years of college study in computer science, management information systems, or a closely related field supplemented by training and/or coursework

SMBSD Microcomputer Network Proficiency Test

3 years experience in computer and network maintenance, installation, and repair (preferably in a school environment)

**LICENSES AND OTHER REQUIREMENTS**

Upon hire or within six months of employment, Certified Network Administrator (CNA) certification or equivalent

Possession of a valid California Drivers License

Insurability by the District's liability insurance carrier

**WORKING CONDITIONS**

Environment:

Computer laboratory and office environment

Physical Abilities:

Dexterity of hands and fingers to perform computer installations and operate computer keyboards

Sitting or standing for extended periods of time

Bending at the waist

Kneeling or crouching

Hearing and speaking to exchange information

Seeing to perform computer hardware and software installation and test activities

Moderate lifting

Salary Range: 47

BOARD APPROVAL: 9/10/2014