



# Sequoia Union High School District

## Job Description

<b>JOB TITLE:</b>	<b>Technology and Information Services Support Assistant I &amp; II</b>
<b>REPORTS TO:</b>	Information Services Manager
<b>CLASSIFICATION:</b>	Classified – OT&P
<b>SALARY SCHEDULE:</b>	12.0
<b>WORK - YEAR / HOURS:</b>	12 months / 7.5 hours
<b>LOCATION:</b>	District Office
<b>BOARD APPROVAL:</b>	March 16, 2012

### DEFINITION

Under general supervision of the Information Services Manager, performs a variety of specialized Technology and Information Services activities. Plans, coordinates and performs activities related to the support of the technology department. Confers with administrators and staff to provide support related but not limited to user administration for web servers, file servers; E-Mail systems; Directory Services systems, Helpdesk system, and Student Information Services (SIS) system; data extraction/reporting to District staff, governmental agencies, funding agencies; related work as assigned. The position requires technical skill in addition to the ability to interpret and explain technical concepts to non-technical users.

### DISTINGUISHING CHARACTERISTICS

Incumbents of this classification work independently within established policies and procedures to provide accurate and timely maintenance and processing of specialized technology functionalities.

This class is distinguished from the classes of Office Assistants and Secretary in that Technology and Information Services Support Assistant provides not only secretarial and administrative support to the Technology Department but also responds to requests for assistance with Web and Network File Servers, E-Mail; Directory Services, Helpdesk, and Student Information Services (SIS) Systems. This position requires a high level of technical skill.

After two (2) years of successful employment including demonstration of skills required, the position receives a career ladder increase to Technology and Information Services Support II.

### EXAMPLES OF DUTIES

- Creates and maintains staff user accounts in Web and Network File servers, E-mail, Directory Services and Student Information System
- Maintains and assigns Helpdesk requests
- Creates Processes and maintains open purchase orders and process payments
- Troubleshoots basic help desk requests
- Assists in developing local, county, state, and federal reports including but not limited to Annual Student state data, E-Rate, and Tech Bond expenditure
- Responsible for processing student records requests
- Assist in maintaining data accuracy in Student Information System and State system
- Schedule and Prepare training rooms for technology training

- Assist in the management and implementation of Technology and Information Services related contracts
- Assist in the creating and implementing Technology and Information Services related budgets
- Performs related technical and secretarial tasks in support of assigned functions.

#### **QUALIFICATIONS**

##### Skill in:

- Student Information System (SIS)
- E-Mail systems (Creating and maintaining user accounts)
- Directory Services (Creating and maintaining user accounts)
- Helpdesk administration
- Making accurate decisions and using sound judgment with the framework of rules, policies and other guidelines associated with assigned functional area(s).
- Compiling and verifying data and identifying and resolving errors
- Reading and writing at a level sufficient to successful performance of required duties
- Interacting effectively with a diverse staff, student body, and public.

A typical way of acquiring the required knowledge, skills and abilities might be:

- Equivalent to graduation from high school and six months to one year of related experience which includes the Examples of Duties listed on this description.

#### **PHYSICAL REQUIREMENTS**

The physical abilities required of this classification may include the following:

- Vision which can be corrected to a level sufficient to successfully read hand-written, typed and computer-generated information and data, as well as computer terminal displays.
- Hearing and speech ability sufficient to enable communication by telephone and in person.
- Manual dexterity sufficient to use standard office equipment and supplies and to manipulate both single sheets of paper and stacks of papers and instructional materials.
- Physical ability to reach, lift, bend and grasp in order to manipulate instructional materials.

#### **OTHER REQUIREMENTS**

Requires a valid California Driver license and the willingness and ability to travel to various sites within the Bay Area.