



Sequoia Union High School District

Job Description

JOB TITLE:	Technology Maintenance Specialist / Information Services Specialist I – II - III
REPORTS TO:	Director of Instructional Technology
CLASSIFICATION:	Classified
SALARY SCHEDULE:	I – 15.5, II – 17.5, III – 19.5
WORK - YEAR / HOURS:	12 months / 7.5 hours
LOCATION:	District Office
BOARD APPROVAL:	September 17, 2014

DEFINITION

Under general supervision, the Technology Maintenance Specialists install, configure, repair, and maintain computing devices and their peripherals, networks, telecommunications, video surveillance equipment, and related office and instructional equipment. Information Services Specialists plan, coordinate, and perform activities related to the support and operation of the District’s Student information System and other student database related software. The specialist provides support, documentation, training, data extraction / reporting to district staff and governmental agencies and performs related work as assigned.

DISTINGUISHING CHARACTERISTICS

This class series is identified by its focus on computing devices, telecommunications, audio-visual and related office / instructional equipment and database administration focused on student data. Employees in this class will be able to manage projects including scheduling, monitoring, evaluating and coordinating of resources and will be able to troubleshoot and analyze problems.

EXAMPLES OF DUTIES - TECHNOLOGY MAINTENANCE

- Installs new/replacement computers, portable devices, and peripheral hardware.
- Installs new or updated operating system, applications and network software; configures systems.
- Installs and configures networks, servers and related equipment in both Windows and OSX platforms including wiring, hubs, routers, gateways.
- Repairs and upgrades computers, peripherals and network equipment including logic board upgrade and replacement, memory expansion, network cards, and hard drive upgrades; performs regular servicing and preventive maintenance on computers and peripherals such as cleaning, lubrication, and replacement of worn parts.
- Installs, repairs and performs preventive maintenance for audio-visual such as monitors, televisions / displays / projectors , video editors, speakers, microphones and transceivers.
- Installs, configures, repairs, and maintains telephones and telephone wiring systems including voice mail and e-mail systems.
- Operates a variety of hand and power tools, testing and calibration equipment and District vehicles and equipment.

- Orders or fabricates needed parts.
- Arranges for specialized services.
- Maintains an inventory of supplies, equipment tools and parts for maintenance.
- Analyzes and interpret equipment specifications.
- Assures compliance with appropriate codes and safety procedures.
- Provides training, instruction and on-line support in use of equipment and software; coordinates with site personnel and users regarding service related issues; monitors and interprets outputs of network management software.
- Run diagnostic tests on network communications hardware.
- Evaluates and recommends upgrading, replacement, and purchase of equipment and software;
- Prepares and maintains documentation and records of installation, repairs, system set up, maintenance, and purchases.
- Purchases parts, equipment and supplies necessary to perform repairs, maintenance and installations.
- Works with vendors and service providers, and assists departments with the design of appropriate telephone systems.

QUALIFICATIONS – TECHNOLOGY MAINTENANCE

NOTE:

The required level and scope of the following knowledge, skills and abilities relate to the level of the position as defined in the distinguishing characteristics.

Knowledge of:

- Operating principles, construction and components of a wide variety of computer, audio-visual, computer peripheral, network, and other office and instructional equipment.
- Operations, services and activities of maintenance and repair programs (Windows and MacOS)
- Methods of network connectivity.
- Principles of electrical circuitry, electronics, and electro-mechanical devices.
- Methods, materials, tools and equipment used in the installation, troubleshooting, repair, maintenance and configuration of microcomputers, networks, telephone systems, and audio-visual equipment.
- Microcomputer operating system and common applications software for both PC and Macintosh platforms.
- Principles and practices of network administration, configuration and maintenance including server configuration, software installation and configuration, and assistance with user support.
- Installation and configuration of interactive white boards, touch screen computing devices, displays, and video surveillance.

Skill in:

- Installing, troubleshooting, upgrading and repairing computer hardware down to the board level, and peripherals.
- Installing, configuring, and troubleshooting computer network operating systems, desktop Operating systems, and applications software.
- Building various types of interface cables.
- Reading technical manuals and schematics.
- Analyze situations accurately and adopting an effective course of action.
- Evaluating and testing software and hardware for various applications.
- Providing instructions and orientation to computer users.
- Establishing and maintaining effective working relationships with those contacted in the

course of the work.

- Reading and interpreting blueprints and schematics.
- Communicating effectively both orally and in writing.
- Preparing and maintaining documentation and records.
- Assessing technical requirements of various construction/renovations projects.
- Performing inspection of work done by vendors to ensure adherence to specifications.

EXAMPLES OF DUTIES - INFORMATION SERVICES

- Provides in depth knowledge and expertise in all aspects of the District's Student Information System (SIS) application and database.
- Manages and supports the day-to-day operation of the District Student Information System (SIS) application and database.
- Assists the Information Services Manager in maintaining, importing, and reporting student enrollment, grades, schedules, attendance, and other academic and demographic information.
- Identifies, analyzes and resolves problems with administrative software, interacts effectively with users to solve problems and advises on best practices for using the software system.
- Provides required information extracts to governmental and other outside agencies.
- Interprets state and federal mandates regarding data.
- Assists in managing the student data collection specifically required for state reporting.
- Monitors database for accuracy and data integrity.
- Provides advice and guidance to other District Student Information System (SIS) users.
- Maintains knowledge of current state and governmental agencies reporting requirements.
- Aligns all student data to the county, state, and federal standards and requirements.
- Provides user training and may travel to school sites in support of related duties.
- Provides training and information to district and school staff on the new policies related to state reporting.
- Performs other duties as assigned by the Information Services Manager.
- Maintains confidentiality of sensitive employee and student information.

QUALIFICATIONS – INFORMATION SERVICES

- Knowledge of:
 - Computerized recordkeeping systems.
 - Principles and operation of various software packages including but not limited to Microsoft Office, and Microsoft SQL.
 - Electronic data entry procedures and practices
 - State Reporting mandates and timelines
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- Skill in:
 - 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
 - Performing routine data entry with speed, accuracy, and attention to detail
 - 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 includes:

- Equivalent to graduation from high school and five years of related experience which has included data entry, data correction, and ad hoc reporting. Building various types of interface cables.

- Reading and understanding technical manuals and schematics.
- Analyzing situations accurately and adopting an effective course of action.
- Evaluating and testing software and hardware for various applications.
- Providing instructions and orientation to computer users.
- Establishing and maintaining effective working relationships with those contacted in the course of the work.
- Reading and interpreting blueprints and schematics.
- Communicating effectively both orally and in writing.
- Preparing and maintaining documentation and records.
- Assessing technical requirements of various construction/renovations projects.
- Performing inspection of work done by vendors to ensure adherence to specifications.

PHYSICAL REQUIREMENTS

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

- Walking, stooping, crawling, reaching and working in awkward positions to install, connect and repair computers and wiring;
- Lifting and carrying computers, tools, equipment, paper, and other supplies
- Manual dexterity to configure and repair computers, operate keyboards, and use hand and power tools;
- Climbing ladders, working at heights, and/or working in confined areas such as crawl spaces and attics;
- Color vision to read printed materials and schematics, calibrate computer screens, and identify and distinguish color-coded wiring and computer parts;
- Hearing and speech for normal communications.

OTHER REQUIREMENTS

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