Title: Information Technology Analyst	FLSA Status: Non-Exempt	Months: 12
Supervisor: Manager-Information Technology	Supervises: N/A	Range: 37
Department: Information Technology	Bargaining Unit: Classified	Approved:12/19/2019

JOB SUMMARY:

Under the direction of the Manager-Information Technology, assist in the design, development, and deployment of complex computer, network, and telecommunication systems at multiple sites; analyze, troubleshoot and correct complex network protocol and data communications issues; train and provide technical support to students and personnel in the operation of computer systems, hardware and software.

ESSENTIAL DUTIES AND RESPONSIBILITIES:
- Maintain, upgrade, troubleshoot, and repair technology related hardware and software at multiple district sites.
- Provide technical assistance to district, students and site personnel in the operation of software, hardware and peripherals.
- Assist with the installation, deployment, and management of network services such as print, email, web, database, file sharing, security, and other network operations.
- Assist in use and deployment of telecommunication technologies such as video streaming, videoconferencing, webcasting, and other emerging IP broadcast applications.
- Assist with the installation, configuration, and management of network switches, routers, and other LAN and WAN network devices, computer systems and peripherals; maintain and troubleshoot Microsoft servers or imaging including MDT and WDS.
- Analyze, troubleshoot and correct complex network protocol, workstation, telecommunications, hardware, software, and peripheral equipment issues.
- Rebuild computers as needed including replacing hardware, restoring and reconfiguring operation systems, setting up network connections and installing software drivers.
- Install, maintain and provide support of desktop computers and servers including file sharing, security, e-mail, and anti-virus protection.
- Perform a variety of duties in support of district Mobile Device Management (MDM); assure MDM is working properly.
- Train and provide guidance to assigned personnel in the operation of computer systems.
- Create phone accounts, reset voice messages, passwords and display names.
- Input, process, maintain and evaluate a variety of data including importing new student data to the Student Information System and Active Directory.
- Prepare and maintain a variety of records and reports.
- Operate a variety of office equipment including a computer and assigned software; drive a vehicle to various sites to conduct work.
- Operate a variety of network software and hardware tools; operate meters/readers, drills, sockets and other hand tools.
- Perform a variety of special projects as assigned including advanced or large projects of mixed needs.
- Recommend software and hardware upgrades.
- Communicate with students, personnel, vendors and outside agencies to exchange information and resolve issues or concerns related to computer systems, data and technical issues.
- Attend and conduct a variety of meetings as assigned; attend conferences and workshops to maintain current knowledge of emerging technological trends, development and research.

OTHER DUTIES:

- Perform related duties as assigned.

QUALIFICATIONS:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill and/or ability required. The work environment characteristics and physical demands described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Knowledge of:
- Computer system management techniques.
- Microsoft Windows desktop operating systems as well as a working knowledge of Active Directory services, Microsoft Exchange, and networking concepts.
- Unix nGinx for video streaming.
- Installation, configuration and troubleshooting processes for software, hardware, networking and accessory equipment.
- Mobile Device Management (MDM) methods and system processes.
- Operation of a computer and assigned software.
- Record-keeping techniques.
- Oral and written communication skills.
- Interpersonal skills using tact, patience and courtesy.
- Principles of training and providing technical support to students and personnel.

Skills/Ability to:
- Develop, maintain, analyze and enhance computer systems.
- Train and provide technical support to personnel in the operation of computer hardware and software systems.
- Learn district organization, operations, policies and objectives.
- Operate a computer and assigned software.
- Maintain records and reports.
- Communicate effectively both orally and in writing.
- Establish and maintain cooperative and effective working relationships with others.
- Maintain current knowledge of technological advances in the Information Technology field.
- Analyze situations accurately and adopt an effective course of action.

Education and Experience:
Any combination of experience and training that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities is:
- Bachelor's degree in networking, information technology, computer science or related field.
- Three years of increasingly responsible experience providing technical support for computer systems.

Licenses, Certifications and other Requirements:
- Valid California Class C Driver's License.

WORKING CONDITIONS:

Work Environment:
- Indoor/Outdoor/Classroom environment.
- Driving a vehicle to conduct work.

Physical Demands:
- Hearing and speaking to exchange information.
- Dexterity of hands and fingers to operate a computer keyboard.
- Bending, kneeling or crouching to repair and maintain computers and equipment.
- Lifting, carrying, pushing or pulling moderately heavy objects.
- Reaching overhead and above shoulders to change projectors or complete installations.
- Seeing to view a computer monitor and read a variety of materials.
- Sitting for extended periods of time.

Hazards:

- Potential contact with dissatisfied individuals.

The information contained in this job description is for compliance with the Americans with Disabilities Act (A.D.A.) and is not an exhaustive list of the duties performed.