



## Job Description

<b>Title: Information Technology Specialist</b>	<b>FLSA Status: Non-Exempt</b>	<b>Months: 12</b>
<b>Supervisor: Manager- Information Technology</b>	<b>Supervises: N/A</b>	<b>Range: 23</b>
<b>Department: Information Technology</b>	<b>Bargaining Unit: Classified</b>	<b>Approved: 12/19/2019</b>

### JOB SUMMARY:

Under the direction of the Manager – Information Technology, provide help desk support to assist in the repair of systems at multiple sites.

### ESSENTIAL DUTIES AND RESPONSIBILITIES:

- Serve as the initial point of contact to troubleshoot and repair technology related hardware and software that arrive via work order, phone call, remote access and/or in-person visits at multiple sites; escalate more complex issues as necessary to the Information Technology Analysts.
- Troubleshoot and resolve network, workstation and telecommunications, hardware, software and peripheral equipment problems.
- Rebuild computers as needed including replacing hardware, restoring and reconfiguring operation systems, setting-up network connections and installing software drivers.
- Install, maintain and support desktop computers and servers including file sharing, security, e-mail and anti-virus protection.
- Image both Windows and Apple computers and laptops.
- Initiate set-up and configuration of newly purchased computers.
- Communicate with students, personnel and District staff to exchange information, coordinate activities and resolve issues or concerns.
- Operate a variety of office equipment including a copier, fax machine, computer and assigned software; drive a vehicle to conduct work.
- Prepare and maintain a variety of records and reports related to assigned activities as required.

### 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 hardware systems and software applications utilized.
- Database structures, on-line applications and system capabilities of assigned computer systems.
- Principles, methods and procedures of operating computers and peripheral equipment.
- Diagnostic techniques and procedures used in computer repair.
- Manual instructions, sufficient to enable quick and accurate diagnosis of difficulties.
- Record retrieval and storage systems.

- Oral and written communication skills.
- Interpersonal skills using tact, patience and courtesy.
- Record-keeping and report preparation techniques.
- Modern office practices, procedures and equipment.
- Technical aspects of field of specialty.

**Skills/Ability to:**

- Provide help desk support to personnel concerning computer operations, software applications and related malfunctions.
- Troubleshoot and diagnose computer problems and malfunctions.
- Schedule and arrange for computer hardware, software and network maintenance, installations and repairs.
- Answer telephones and greet the public courteously.
- Determine appropriate action within clearly defined guidelines.
- Operate standard office equipment including a computer and assigned software.
- Communicate effectively both orally and in writing.
- Establish and maintain cooperative and effective working relationships with others.
- Work independently with little direction.
- Understand and follow oral and written instructions.
- Meet schedules and timelines.
- Maintain records and prepare reports.

**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:

- Graduation from high school or equivalent GED.
- One year of experience performing help desk support or related duties.

**Licenses, Certifications and other Requirements:**

- Valid California Class C driver's license.

**WORKING CONDITIONS:**

**Work Environment:**

- Office environment.
- Driving a vehicle to conduct work.

**Physical Demands:**

- Dexterity of hands and fingers to operate a computer keyboard.
- Hearing and speaking to exchange information in person and on the telephone.
- Seeing to view a computer monitor.
- Sitting for extended periods of time.
- Lifting, carrying, pushing and pulling moderately heavy objects as assigned by the position.

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.