

MADERA UNIFIED SCHOOL DISTRICT

JOB DESCRIPTION

Position: Information Systems Specialist - Lead

Classification: Classified

Department/Site: Information Technology and Support Services

Salary Schedule: Classified

Reports to: Information Technology Supervisor

Salary Range: 45

FLSA: Non-exempt

PURPOSE STATEMENT

Under direction, the job of Information Systems Specialist - Lead is for the purpose/s of supporting the educational process and will assign, review, and coordinate the work of other Information Systems Specialists and Technicians. Duties include acting as an escalation point for other Information Systems Specialists and Technicians as it relates to help desk support; coordinating teams of Information Systems Specialists and Technicians for the purposes of Information Technology projects; assisting administrators and staff in personal computer related needs; basic scripting and querying in SQL or application layer languages, and serving as a technical liaison or escalation point for technical liaisons in district wide cross-departmental projects.

DISTINGUISHING CHARACTERISTICS

This is the fourth level in the Information Systems Series. The Information Systems Specialist - Lead is a lead worker position and will be responsible for performing day-to-day duties similar to other Information Systems Specialist and Technicians.

ESSENTIAL FUNCTIONS

- Leads, assigns, reviews, and coordinates the work of Information Systems Specialists and Technicians by providing technical guidance, coordinating technical and help desk support, and serving as a representative of the team to site administrators, department directors, etc.
- Receives and responds to call and personal inquiries regarding questions and problems with usage of advanced personal computers and software, input and output of documents, data, and telecommunications to and from computer hardware (ex. of software include, but not limited to, education, industry special programs, accounting systems, word processing, spreadsheets, graphics, desktop publishing, bibliographic research, internet, and electronic mail.)
- Participates in and assists in the implementation of duties assigned to Information Systems Specialists and Technicians.
- Provides input to the Information Technology Supervisor and Director regarding staff issues and performance.
- Supports and trains other team members in the proper procedures and functions of their jobs and provides leadership/mentoring to team members.
- Prepares a variety of reports regarding the needs, trends, and problems at sites for communicating information to other parties.
- Oversees projects to ensure completion of all tasks and project milestones.
- Creates, troubleshoots, and runs queries in SQL or application layer languages; against a variety of data (e.g. student data, personnel data, etc.) for providing requested information and/or evaluating the accuracy of the data.
- Oversees the maintenance of an accurate inventory of electronic devices throughout the District.

- Participates in educational seminars and meetings for the purpose of maintaining and upgrading job knowledge, skills, and resolutions to safety issues.
- Collaborates with a variety of internal and external parties (e.g. District personnel, vendors, etc.) for the purpose of implementing and/or maintaining services; including large-scale interdepartmental district projects.
- Participates in meetings (e.g. school site, departmental, etc.) for the purpose of providing and/or gathering information.
- Responsible for reviewing the District help desk and project management systems to facilitate timely completion of all requests and assigned tasks.
- Responds to a variety of inquiries (e.g. students, teachers, District personnel, Help Desk inquiries, etc.) for providing information and technical assistance.
- Tests application software for ensuring that product matches defined requirements and expected functionality.
- Trains and participates in the creation of training material for teachers, administrators, staff, etc. for ensuring their ability to use new and/or existing electronic equipment, operating systems, and application software.

OTHER FUNCTIONS

- Performs other related duties as assigned for ensuring the efficient and effective functioning of the work unit.

KNOWLEDGE, SKILLS AND ABILITIES

Knowledge of:

- Perform algebra and/or geometry.
- English language, grammar, spelling, and punctuation.
- Oral and written communication skills.
- Interpersonal skills using tact, patience, and courtesy.
- Read a variety of manuals.
- Write documents following prescribed formats, and/or present information to others.
- Solve practical problems.
- Standard operating procedures for personal computers and related peripheral equipment.
- Advanced technical knowledge of computer hardware/software and the electronic components attached or found within including the corresponding terminology.
- Cloud based software as a service platforms (G-suite, O365, etc.), Student Information Systems, SSO, and Digital Curriculum rostering platforms.
- Basic scripting and SQL or application layer queries.
- District Organization, operations, policies, objectives, and goals.
- Basic project management and leadership skills

Skills and Abilities to:

- Perform multiple, technical tasks with a need to periodically upgrade skills in order to meet changing job conditions.
- Adhering to safety practices.
- Operating computer equipment and related peripherals.
- Planning and managing projects.
- Installing and maintaining electronic equipment.
- Schedule activities and/or meetings.
- Gather and/or collate data; and consider a number of factors when using equipment.
- Flexibility is required to work with others in a wide variety of circumstances.
- Work with data utilizing defined and similar processes.
- Operate equipment using a variety of standardized methods.
- Work with a diversity of individuals and/or groups; work with similar types of data.

- Utilize a variety of types of job- related equipment.
- Problem solving with data may require independent interpretation.
- Read, understand, and apply information from technical manuals or documentation.
- Clearly and concisely document in writing, the steps used to troubleshoot and solve hardware or software related issues.
- Communicate technical information to non-technical users.
- Communicate, understand, and follow both oral and written directions effectively.
- Problem solve with data, which requires independent interpretation of guidelines and problem solving with the specific ability to perform the functions of the job.
- Problem solving with equipment is moderate to significant.
- Setting priorities; meeting deadlines and schedules; and working with frequent interruptions.
- Apply integrity and trust in all situations.
- Communicate effectively and courteously with contacts within and outside the District.
- Present a positive image of Madera Unified School District.

RESPONSIBILITY

Responsibilities include working under limited supervision following standardized practices and/or methods; leading, guiding, and/or coordinating others; and operating within a defined budget. Utilization of resources from other work units is often required to perform the job's functions. There is a continual opportunity to have some impact on the organization's services.

WORKING ENVIRONMENT

The usual and customary methods of performing the job's functions require the following physical demands: occasional lifting, carrying, pushing, and/or pulling; some climbing and balancing; significant stooping, kneeling, crouching, and/or crawling; and significant fine finger dexterity. Generally, the job requires 33% sitting, 34% walking, and 33% standing. The job is performed under minimal temperature variations.

MINIMUM QUALIFICATIONS

Experience: Four (4) years of work experience in the overseeing of systems programming, or network administration for computers.

Education: Associates degree in computer science or a related field from an accredited college or university.

OR

An equivalent combination of education, work experience, and certifications that demonstrates relevant possession of the requisite knowledge, skills, and abilities of the position may be substituted.

REQUIRED TESTING

- Pre-employment Proficiency
- Pre-employment Physical Exam

CONTINUING EDUCATION/TRAININGS

- None Specified

CERTIFICATES/LICENSES

- Valid California Class C Driver's License

CLEARANCES

- DOJ/FBI Background
- TB Skin Test
- Physical Demands (A)