



CLASSIFIED
Job Classification Description
 Equal Employment Opportunity

MADERA UNIFIED SCHOOL DISTRICT
 PERSONNEL COMMISSION
 APPROVED MOTION NO. 22-2022/23
 DOCUMENT NO. 10-2022/23
 DATED 10/19/2022

<u>INFORMATION SYSTEMS TECHNICIAN</u>	
DEPARTMENT/SITE: Information Technology and Support Services REPORTS TO: Information Technology Supervisor	SALARY SCHEDULE: Classified Bargaining Unit SALARY RANGE: 30 WORK CALENDAR: 261 Days FLSA: Non-Exempt

PURPOSE STATEMENT:
 Under general supervision of the Information Technology Supervisor, the job of Information Systems Technician is to provide professional technical support to department and school site users as well as parents and students to support the educational process. Duties include helpdesk call and ticketing systems, front counter support, diagnostic support on computer and network hardware, equipment configuration and install, as well as troubleshooting common connectivity, hardware, and software issues. The incumbents in this classification provide the school community with user support for technology hardware and software, which directly supports student learning and achievement.

DISTINGUISHING CHARACTERISTICS
 This is the first level in the Information Systems Series. The Information Systems Specialist I provide professional technical support and advanced diagnostic support to students, teachers, and District personnel

ESSENTIAL FUNCTIONS, DUTIES, AND TASKS:
The following alphabetical list of functions, duties, and tasks is typical for this classification. Incumbents may not perform all of the listed duties and/or may be required to perform other closely related or department-specific functions, duties, and tasks from those set forth below to address business needs and changing business practices.

- Assists in the documentation and recording of procedures, programs, and tasks.
- Comments and provides information on assigned tickets to adequately inform users of status or escalates the issue to the next level.
- Delivers, sets up, connects, configures, and maintains computers, printers, and peripherals (e.g., interactive boards, projectors, printers) at various District locations.
- Installs, upgrades, and performs maintenance on computers, tablets, peripherals, and other District technology systems.
- Maintains an accurate inventory of electronic devices throughout the District.
- Maintains and deploys sets of computers or tablets for classroom use individually, in-charging carts/cabinets, or in a static lab configuration.
- Manages assigned tickets, projects, and support requests in an efficient and timely manner to meet department target objectives on response and resolution times.
- Participates in meetings (e.g., school site, departmental) for the purpose of providing and/or gathering information.
- Prepares a variety of materials (e.g., training documents, video tutorials, procedures for new and existing software) for communicating information to other parties.

MUSD BOARD APPROVED: DECEMBER 12, 2023
 Month da, Year
 MOTION NO. 58-2023/24
 DOCUMENT NO. 202-2023/24

- Prepares basic documentation for various technical support issues or instructional use; develops and maintains documentation supporting assigned and related areas of responsibility.
- Responds to a variety of inquiries (e.g., students, teachers, District personnel, Help Desk inquiries) for providing information and technical assistance.
- Tests application software for ensuring that product matches defined requirements and expected functionality.
- Troubleshoots malfunctions of hardware and software for the purpose of identifying and resolving operational issues and restoring services.
- Works and collaborates across teams to develop, promote, and support technology solutions for users.
- Works with all customer service support systems, including call and ticketing systems, to provide professional technical support and customer service for users with account, connectivity, hardware, software, or other technically related user issues.
- Performs other related duties as assigned for ensuring the efficient and effective functioning of the work unit and the District, including various mandatory District trainings.

KNOWLEDGE, SKILLS, AND ABILITIES

(At time of application)

Knowledge of:

- English language, grammar, spelling, and punctuation
- Oral and written communication skills
- Interpersonal skills using tact, patience, and courtesy
- Document preparation following prescribed formats
- Successful techniques for presenting information to others
- Practical problem-solving techniques
- Standard operating procedures for personal computers and related peripheral equipment
- Basic technical knowledge of computer hardware/software and the electronic components attached or found within including the corresponding terminology

Skills and Abilities to:

- Reason at the level of algebra and/or geometry
- Perform multiple, technical tasks with a need to periodically upgrade skills in order to meet changing job conditions
- Adhere to safety practices
- Learn and support District organization, operations, policies, objectives, and goals
- Operate computer equipment and related peripherals
- Follow and adhere to plans and timelines of various projects planned by the department
- Install and maintain 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-solve with data requiring independent interpretation
- Read, understand, and apply information from technical manuals or documentation
- Document clearly and concisely in writing, the steps used to troubleshoot and solve hardware or software-

related issues

- Follow both oral and written directions effectively
- Communicates with users and outside contacts in a professional manner using patience, courtesy, and empathy to provide customer satisfaction
- Communicate technical information to non-technical users
- Solve problems with data requiring independent interpretation of guidelines and problem solving with the specific ability to perform the functions of the job
- Solve problems with equipment from a moderate to significant level
- Set priorities, meeting deadlines and schedules and working with frequent interruptions.
- Apply integrity and trust in all situations
- Work with, and learn from, team and project mentors
- Display strong customer service orientation when providing assistance to users
- 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.

JOB QUALIFICATIONS / REQUIREMENTS:

(At time of application and in addition to the Knowledge, Skills, and Abilities listed above.)

EDUCATION REQUIRED:

High School diploma or equivalent.

EXPERIENCE REQUIRED:

A combination of education, trainings/certifications and experience equivalent to one (1) year of full-time experience in computer hardware/software user support environment and/or IT helpdesk work; **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.

LICENSE(S) REQUIRED:

- Valid, current California Driver's License to drive personal vehicle to various sites in the District to provide technology user support services.

CERTIFICATIONS AND TESTING REQUIRED:

- Pass the District's applicable proficiency exam for the job class with a satisfactory score
- After offer of employment, obtain:
 - Criminal Justice and FBI Fingerprint Clearance
 - Negative TB test result plus periodic post-employment retest as required (currently every four years)
 - Pre-employment physical exam A through District's provider

WORK ENVIRONMENT / PHYSICAL DEMANDS:

(Must be performed with or without reasonable accommodations)

- Work is primarily indoors and occasionally requires sitting for extended periods
- Lift and move equipment and other objects weighing up to 50 pounds
- Dexterity of hands and fingers to operate hand tools, a computer keyboard, and other office equipment and to maintain paper files and documents

- Use hands and fingers to grasp, hold and manipulate objects
- Kneeling, bending at the waist, sitting, squatting, crawling, stretching and reaching overhead, above the shoulders, and horizontally to place equipment and wiring and retrieve and store files and supplies
- Climb ladders
- Hearing and speaking to exchange information in person or on the telephone
- Visual acuity to see/read documents and computer screen
- Frequent operation of a personal vehicle, and occasional operation of a District vehicle, to travel within and outside the District for meetings, training sessions and assisting staff at school sites
- Exposure to intermittent noise and interruptions typical of a school environment
- Potential for contact with blood-borne pathogens and communicable diseases