

MADERA UNIFIED SCHOOL DISTRICT

JOB DESCRIPTION

Position: Information Systems Technician

Classification: Classified

Department/Site: Information Technology and Support Services

Salary Schedule: Classified

Reports to: Information Technology Supervisor

Salary Range: 30

FLSA: Non-exempt

PURPOSE STATEMENT

Under general supervision, 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.

DISTINGUISHING CHARACTERISTICS

This is the first level in the Information System Series. The Information Systems Technician classification provides technical support and resolves inquiries from students, teachers, and District personnel.

ESSENTIAL FUNCTIONS

- Installs, upgrades, and performs maintenance on computers, tablets, peripherals, and other District technology systems.
- Maintains and deploys sets of computers or tablets for classroom use individually, in charging carts/cabinets, or in a static lab configuration.
- Provides maintenance on and deploys or installs electronic equipment (e.g. interactive boards, projectors, printers, etc.).
- 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.
- Manages assigned tickets, projects, and support requests in an efficient and timely manner to meet department target objectives on response and resolution times.
- Comments and provides information on assigned tickets to adequately inform users of status or escalate the issue to the next level.
- Prepares basic documentation for various technical support issues or instructional use. Develop and maintain documentation supporting assigned and related areas of responsibility.
- Delivers, setup, connects, and configures computers, printers, and peripherals at various district locations.
- Troubleshoots hardware and software for the purpose of identifying and resolving operational issues and restoring services.
- Tests application software for ensuring that product matches defined requirements and expected functionality.
- Maintains an accurate inventory of electronic devices throughout the District.
- Participates in meetings (e.g. school site, departmental, etc.) for the purpose of providing and/or gathering information.
- Assists in the documentation and recording of procedures, programs, and tasks.
- Responds to a variety of inquiries (e.g. students, teachers, District personnel, Help Desk inquiries, etc.) for providing information and technical assistance.

- Works and collaborates across teams to develop, promote, and support technology solutions for users.

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:

- 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.
- Basic technical knowledge of computer hardware/software and the electronic components attached or found within including the corresponding terminology.
- District Organization, operations, policies, objectives, and goals.

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.
- 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 with users in a professional manner using patience, courtesy, and empathy to provide customer satisfaction.
- Communicate technical information to non-technical users.
- Follow both oral and written directions effectively.
- Communicate effectively and courteously with contacts within and outside the District.
- 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.
- Work with, and learn from, team and project mentors.
- Present a positive image of Madera Unified School District.

RESPONSIBILITY

Responsibilities include working under limited supervision following standardized practices and/or methods; 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: One (1) year of experience in computer hardware/software user support environment and/or IT helpdesk work.

Education: High School diploma or equivalent.

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 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)