Natomas Unified School District   Position Description

Position: Information Technology Specialist III	Position Number:
Department: Technology	FLSA: Exempt
Reports to: Director of Technology, or Designee	Salary Grade: 19

Summary

Performs a complete range of one-on-one and small group instruction, help, and troubleshooting on common to advanced microcomputer and software problems used for administration, education, and libraries. Performs a wide variety of complicated diagnostic inspections and repair on standalone and networked microcomputer hardware and software for administration, education, and libraries. Installs, maintains and troubleshoots computer networks, including those for libraries.

Distinguishing Characteristics

This is the third level in a broad-based technical career ladder. Advancement along this ladder can occur through mastery with microcomputers and connectivity, a full range of computer software and training, data and telecommunications, and networks.   At level I, incumbents are expected to assist personal computer users with routine instruction and troubleshooting of common software and I/O problems. At level II, the position is capable of basic network operations, limited computer security, formal training in common software, hardware diagnostics, or basic data and telecommunications setup and configuration.   At level III, the job expands into multiple areas and departmental applications. For example, network specialists will use system tools for diagnostics and perform complex installations. Software specialists will conduct training in small group settings and perform diagnosis on more advanced software. The job is capable of administering computer security systems. At level IV, industry certifications are required and/or a leadership role must be assumed.

Essential Duties and Responsibilities

Depending on the area of concentration, incumbents are expected to perform some, not all, of the following duties:

- Receives and responds to calls and personal inquiries regarding questions and problems with usage of advanced personal computer software and input and output of documents, data, and telecommunications to and from computer hardware. Examples of software include, but are not limited to education industry special programs, accounting systems, HRIS, word processing, spreadsheets, graphics, desktop publishing, bibliographic search, internet, electronic mail, special productivity tools, and teaching tools.

- Documents help desk calls and assigns questions and solutions to a predetermined index that is accessible by others.

- In small group settings or on a one-to-one basis, instructs and illustrates the use of a variety of business and educational software such as learning tools, word processing, spreadsheet, data bases, and graphics. Concentrates on advanced software.

- Provides and monitors security for the local and wide-area networks and related software.

- Troubleshoot networks by identifying problems, asking questions of users, determining and implementing appropriate resolution.

- Participates in planning and design of network systems under the supervision and approval of the Network Manager or Analyst. Provides other ancillary support to network system and installation staff as requested.

- Installs, tests and maintains both networked and stand alone personal computer systems. Installs and configures operating system software, including DOS and Windows, and adjusts to suit user needs. Reconfigures and relocates computer equipment as needed. Understands and uses diagnostic tools and software for personal computer problem determination.

- Installs, tests and maintains copper and fiberoptic computer cabling systems to support networked computer systems on campus and satellite sites. Establishes and maintains records of computer cable paths utilizing campus floor plans.

- Performs other duties as assigned that support the overall objective of the position.

Qualifications

- **Knowledge and Skills**

  Requires advanced technical knowledge of personal computer operations, including the relationship and usage of various input and output components, business and education support software, and terminology. Requires a working knowledge of network operations, security, and data communications cabling. Must understand the protocols and procedures for setting up new equipment, troubleshooting and performing routine maintenance. Requires sufficient communication skills to conduct small group and individual instruction and technical assistance on the use and application of PC-based software, internet, and connectivity software; small group instruction on common software.

- **Abilities**

  Must be able to perform all of the relevant duties of the position with minimal supervision. Must be able to operate a variety of computer terminals, printers, and peripheral equipment. Requires the ability to analyze a variety of technical problems and to develop and apply appropriate solutions, including those involving connections between computers. Must be able to read, understand and apply information from technical manuals. Must be able to deliver instruction to small groups. Must be able to prioritize work in order to meet deadlines and maintain schedules.

- **Physical Abilities**

  Position involves light to medium walking, standing, stooping carrying and lifting of light weight materials (under 25 pounds). Requires visual acuity to read numbers, letters, and images; depth perception; hand and finger dexterity to use a keyboard, and hand-eye coordination. Requires speaking and hearing ability sufficient to hear over phone and carry on routine conversations.

- **Education and Experience**

Two years of college-level course work in microcomputer hardware and software components, microcomputer operating systems and data communications software, supplemented by 2 years of related experience. Alternatively, one year of college-level course work in the same areas and four years of additional job training or experience. Additional experience may substitute for higher education.

- **Licenses and Certificates**