



IRVINE UNIFIED SCHOOL DISTRICT

SPECIALIST IV - TECHNOLOGY SUPPORT

DEFINITION:

Under the direction of IT Management, serves as a team lead and point of escalation for other Technology Support Specialists; provides specialized technical support for users of District computer systems; interprets and explains software and hardware features for users and technicians; maintains enterprise software systems related to technology support; provides training for staff in the use of assigned systems and application software.

DISTINGUISHING CHARACTERISTICS:

Specialist IV provides lead support and more complex program support and generally has four years of related experience. Specialist III classification provides direct support and has two years of related experience.

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following. Other duties may be assigned.

- Provides technical support and leadership for users of District computers and other Technology Support Specialists.
- Deploys, troubleshoots, and maintains computer hardware, software, mobile devices, printers, accessories, and peripherals while ensuring proper network connectivity.
- Serves as a technical resource to personnel; responds to email requests, help desk tickets, and telephone calls; responds to inquiries and provides technical information, advice, or referrals; performs specialized repairs on computers and applications as appropriate.
- Maintains enterprise software systems related to technology support, including client management systems, help desk system, and mobile device management; dispatches and responds to help desk tickets; diagnoses, routes or resolves help desk issues; assists personnel with setting up and maintaining computer applications; installs updated versions of management software as directed.
- Performs a variety of duties in the setup, repair, and maintenance of computers, laptops, tablets, accessories, and peripherals including installation and configuration of operating systems and software, complex hardware repairs and upgrades, preventative maintenance, and installation of updates.
- Assists with the installation of network equipment; maintains network connections and other cabling as needed.
- Diagnoses problems and assists in the creation and maintenance of user accounts, including student and staff passwords, permissions, and file access.
- Maintains strong analytical and troubleshooting skills in various areas of hardware, software, and networking.
- Maintains current knowledge of operating systems and software; maintains current understanding of District network protocols.
- Communicates with site and technical staff to troubleshoot and resolve technology issues; communicates with various internal and external contacts including vendors to exchange information, coordinate activities and resolve issues or concerns.
- Serves as a project manager for various IT projects.
- Applies District security policies to secure computers and the network from viruses, malware, and intrusion.
- Prepares and maintains a variety of records and reports, related to assigned activities; updates inventory records as needed.
- Prepares and maintains technical documentation to share out with team members and end users.
- Develops and conducts training programs for other Technology Support Specialists and other IUSD staff; prepares a variety of instructional materials; conducts advanced classroom training and in-services; prepares reports related to training and support activities.
- Trains and provides guidance to assigned department staff;
- Attends and conducts meetings and in-service trainings.
- Coordinates coverage to address help desk tickets, projects, and special events.

- Consults with vendors, service providers, training agencies, and technical support regarding the purchase of parts, training facility activities, status of repairs, and software and hardware related questions.
- Operates a variety of office and technology support equipment including various hand tools, a computer and assigned software; drives a vehicle to conduct work.

QUALIFICATIONS GUIDE**Knowledge of:**

- Materials, methods and tools used in the setup, operation and repair of computer systems and applications.
- Principles and practices of installing and maintaining servers, workstations, and software.
- Computer hardware, networking, peripheral equipment, and software applications.
- Technical aspects of computer training and support.
- Enterprise device management and deployment.
- Record-keeping and report preparation techniques.
- Customer service and online issue tracking.
- Oral and written communication skills.
- Interpersonal skills using tact, patience and courtesy.
- Modern office practices, procedures and equipment.

Ability to:

- Serve as a technical resource to personnel.
- Install, troubleshoot, maintain, and perform specialized repairs on computers, peripheral equipment, software applications and workstations as appropriate.
- Assist personnel with setting up and maintaining computer applications.
- Develop and conduct computer training programs for personnel.
- Develop and implement project plans for utilizing new technology.
- Understand and follow oral and written instructions.
- Communicate effectively both orally and in writing.
- Establish and maintain cooperative and effective working relationships with others.
- Maintain records and prepare reports.
- Determine appropriate action within clearly defined guidelines.
- Work independently with little direction.
- Plan, organize, prioritize, and schedule work.
- Meet schedules and time lines.
- Maintain current knowledge of technological advances in the field.
- Train personnel and end users.
- Operate a computer and related equipment.

EDUCATION/EXPERIENCE:

Any combination equivalent to: graduation from high school and college level course work in electronics, computer science, information systems or a related field. Four years of experience in the information technology field.

LICENSES AND OTHER REQUIREMENTS:

- Valid California Class C driver license.

PHYSICAL DEMANDS:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Sitting, standing and walking for extended periods of time.
- Dexterity of hands and fingers to operate a computer keyboard and assigned equipment.
- Hearing and speaking to exchange information.
- Reaching overhead, above shoulders and horizontally.

- **Seeing to view a computer monitor.**
- **Climbing ladders.**
- **Lifting, carrying, pushing or pulling objects up to 25 pounds.**
- **Bending at the waist, kneeling or crouching.**

WORK ENVIRONMENT:

Indoor/Office and school environment. The work environment characteristics 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. The noise level in the work environment is usually moderate.

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