

# WINDSOR UNIFIED SCHOOL DISTRICT

## JOB DESCRIPTION

**TITLE: Technology Systems Specialist**

### **DEFINITION:**

Under the direction of Director of Technology Services, the Technology Systems Specialist installs, maintains, and enhances all District technology systems and devices. This position supports faculty and staff in their development, leading towards the integration of technology skills and resources.

### **EXAMPLES OF DUTIES AND RESPONSIBILITIES:**

The following are typical duties and responsibilities for positions in this classification. Any single position may not perform all of these tasks and/or may perform similar related tasks not listed below.

- Install and maintain computer equipment including desktops, laptops, tablets and other mobile devices; assure maximum use of equipment at all school sites; assist in determining equipment configuration, upgrade, or modification.
- Install and maintain software systems including instructional applications, client imaging and updates, application deployment, and the District website.
- Assists in product evaluation and serves as a resource person in the identification of technology systems for educational and business uses.
- Trains and supports the work of other staff engaged in similar functions.
- Resolves assigned work order tickets in a timely manner; acts as tier-2 support for project-related work of Technology Technicians.
- Confer with faculty and staff in group or one-on-one settings on the use of technology to enhance business productivity, teaching and learning; assist with integration of technology-based instructional tools.
- Assist with troubleshooting, configuration, and maintenance of complex networks.
- Assist with the installation, configuration, and maintenance of server hardware and software applications, both physical and virtual, and enterprise backup applications.
- Assist with the deployment and management of network equipment including, but not limited to, switches, routers, wireless, IP telephony, security, and A/V equipment.
- Assists with the administration of user accounts and directory services.
- Maintains inventory accounting of District equipment.
- Performs other related duties as assigned.

### **REQUIRED QUALIFICATIONS:**

#### **KNOWLEDGE OF:**

- Methods, materials and equipment used in operating and maintaining dynamic and flexible technology-based environments

- Operation and maintenance of wired and wireless networks and related hardware and software.
- Technical knowledge of Apple (Mac, iOS) and Windows-based operating systems, Microsoft Active Directory, operational characteristics and requirements of network equipment configuration and management, and G Suite for Education.
- Various forms of electronic technology suitable for educational applications.
- Application of information management techniques in a school environment.
- Interpersonal customer service skills using tact, patience, and courtesy.
- Oral and written communication skills.

**ABILITY TO:**

- Assist in the development and implementation of the District’s technology plan.
- Conduct trainings on computer hardware, software and information technology applied to the educational environment and other District activities.
- Solve highly technical problems, identify solutions, and communicate anticipated outcomes for actions and recommendations
- Read and understand technical manuals and reports.
- Operate a variety of computer systems, networks, and application software
- Maintain confidentiality of school related information.
- Work with other technology staff, instructional staff, administrative staff, and volunteers; work independently with little direction.

**EXPERIENCE AND EDUCATION:**

**EXPERIENCE:**

- Any combination equivalent to two years college level course work in the computer science or related field and two years of experience in the operation and maintenance of technology equipment.

**REQUIRED EDUCATION:**

- High School graduate or equivalent
- At least two years of college level course work in telecommunications, computer and network information systems

**PHYSICAL ACTIVITY REQUIREMENTS:**

- Standing, walking, bending, stooping, crawling and/or climbing
- Daily lifting and carrying of heavy objects up to 45 lbs

**LICENSE:**

- Possess and maintain a valid California Driver’s License
- Possess and maintain a good driving record

**DESIRABLE QUALIFICATIONS:**

- A Bachelor's degree with a major in Information Management, Computer Science, Business Education Technology, or a related field.
- Experience working in an educational organization.
- Ability to communicate in Spanish.

First Reading: 1/15/2008  
Second Reading: 2/19/2008  
Board Approved: 2/19/2008

Updated: 1/17/2017  
Reviewed Updates with Classification Committee: 2/21/2017

Board Approved: 6/20/17