INFORMATION SHEET 09/08/15 TRUSTEES' MEETING

To: Jim Bridges

For: Board of Trustees

From: Nancie Castro

Re: Revised Job Descriptions for Information Technology Coordinator

The job description for Information Technology Coordinator has been updated to reflect newer technology and software programs used in the district.

Recommended Action: Please approve the revised Job Description for Information Technology Coordinator

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JOB DESCRIPTION

POSITION: Information Technology Coordinator
SALARY PLACEMENT: Classified Salary Schedule

MINIMUM QUALIFICATIONS - EDUCATION AND/OR TRAINING:
BA/BS degree with a concentration in computer-related technology and/or Business Administration or equivalent experience.

MINIMUM EXPERIENCE:
Three years experience in personal computers including software installation, networking, and trouble-shooting.

LICENSES AND CERTIFICATIONS: A+ certifications desired. Possession of a valid California driver's license is required.

KNOWLEDGE AND ABILITY:
Knowledge of principles and methods of system administration and communications applications; capabilities and limitations of Windows Server hardware and software; automated patching and imaging, knowledge of computer applications, operations and peripheral equipment; modern computer techniques, methodologies, principals and practices; electronic and electrical theory; Methods, tools procedures used in the installation, repair and maintenance of Macintosh, PC-based computers iPads and Chromebooks, local area networks (LAN) and peripheral equipment; methods and procedures for storing equipment, materials and supplies. Knowledge of Microsoft SQL Server 2005 and above, Microsoft Internet Information Services (IIS), Web-Based applications support and Google GAFE. Ability to Remote Desktop and Remote Assistance in Windows XP/VISTA/7 for remote tasks for staff as needed. Ability to create scripts in visual basic and DOS command prompt for various tasks including, but not limited to: Microsoft Active Directory user creation, server automation, software automation and maintenance. Ability to: Repair, maintain and install a wide variety of Macintosh and PC-based desktop/laptop computers and peripheral equipment; provide technical support and assistance to users in computer operations, software, stand alone and local area network (LAN) and wide area network (WAN) systems; learn and effectively use software specific to District needs; maintain records and files; maintain effective and cooperative working relationships with others; communicate effectively with others.

SUMMARY OF POSITION:
Under the direction of the Chief Business Officer or designee, perform technical support services of varying difficulty for District users; provide hardware and software installation, configuration, maintenance, and upgrades; to repair computers, peripheral equipment, and local area networks; and to document technical and network related problems. Employees in this classification

receive direct supervision within a framework of standard policies and procedures. This job class requires certificated skills related to computer hardware and software and local area networks.

ESSENTIAL FUNCTIONS:

Essential functions may include but are not limited to:

1. Operates and monitors computer systems and related equipment including district computer, printers, and other peripheral devices in a large networked, data communications and telecommunications environment.
2. Install operating systems such as Windows Vista, Windows 7, Windows Server 2003, Windows Server 2008 and Macintosh OS.
3. Install and support personal productivity applications (Microsoft Office, Google Docs, Slides, Sheets, and McAfee Antivirus, and others), Database applications (Access, SQL and others), Network applications (Outlook, Retrospect Remote Backup, File Sharing and others), and Internet applications (Chrome, FireFox, Internet Explorer, Internet Email and others on both Macintosh and Intel compatible workstations.
4. Test new software and related upgrades for compatibility with existing systems; upgrade internal workstations as necessary.
5. Travels to assigned schools to provide technical support, education and user assistance regarding specific hardware/software issues; trouble shoots equipment problems with the fileserver, classroom workstations, printers, and/or courseware.
6. Evaluate, configure, and maintain the following Enterprise environments: Active Directory, virus protection, automated desktop environment imaging and patching.
7. Develops and maintains desktop and server configuration standards.
8. Prioritizes and schedules work orders. Respond to online work orders/requests for assistance with computer hardware and software.
9. Maintain site licenses for school sites, departments, and District.
10. Leads new system development, continued enhancement of existing systems and implementation of system modification to ensure expected results and prevent negative impact to existing functions and processes throughout District.
11. Evaluates, defines and implements technology within the District.
12. Receives, assembles, inspects and tests equipment to determine feasibility of repair.
13. Understand the issues, goals, objectives of District IT Dept. and translates that information into action items and requirements for support.
14. Works closely with the COE IT staff to ensure compliance with County system requirements, network security, including building firewalls, applying cryptography to network applications, manage host security, file permissions, backup and disaster recovery plans, file system integrity, and adding and deleting users
15. Confers and collaborates regularly with representatives of the County IT staff, systems vendors, peers, and user groups to continually improve District system performance and personal system expertise. Serves as the primary liaison between COE/District Technology Services and administrative or instructional departments, school sites and external offices i.e. User Departments. Collaborates with User Departments to organize and guide the operations and staff of various site offices; develops and implements appropriate procedures.
16. Works with technology vendors to understand, support and enhance products and services purchased for the District. Provides requirements to vendors for system modifications. Communicates with vendors, suppliers, District administrators and

personnel concerning parts, equipment and program operations and new technology; maintains records and prepares reports related to equipment inventory, maintenance, installation, warranties and system defects.

17. Communicates with vendors, suppliers, District administrators and personnel concerning parts, equipment and program operations and new technology; maintains records and prepares reports related to equipment inventory, maintenance, installations, warranties and system defects.
18. Performs related duties as assigned.

DIRECTLY REPORTS TO:
Chief Business Officer

PHYSICAL ENVIRONMENT:
Sit for extended periods at a desk, conference table or in meeting rooms; frequently stand and walk; bend, stoop and reach overhead; normal manual dexterity and eye-hand coordination; physical agility to lift and move up to 25 pounds; see and read a computer screen, and printed matter with or without visual aids; verbal communications including the ability to speak and hear at normal room levels; ability to use office equipment including computer terminals, telephones, calculators, copiers and FAX.

WORK ENVIRONMENT:
Employees in this position will be required to work indoors in a standard office environment and come in direct contact with staff, students, parents, and the public.

BOARD APPROVED:
September 8, 2015

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Knowledge and Ability to:
Knowledge of principles and methods of system administration and communications applications; capabilities and limitations of Windows Server hardware and software; automated patching and imaging, knowledge of computer applications, operations and peripheral equipment; modern computer techniques, methodologies, principals and practices; electronic and electrical theory; Methods, tools procedures used in the installation, repair and maintenance of Macintosh and PC-based computers, local area networks (LAN) and peripheral equipment; methods and procedures for storing equipment, materials and supplies. Ability to: Repair, maintain and install a wide variety of Macintosh and PC-based desktop/laptop computers and peripheral equipment; provide technical support and assistance to users in computer operations, software, stand alone and local area network (LAN) and wide area network (WAN) systems; learn and effectively use software specific to District needs; maintain records and files; maintain effective and cooperative working relationships with others; communicate effectively with others.

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2. Install operating systems such as Windows XP/VISTA, Windows 2000/2003 and Macintosh OS.
3. Install and support personal productivity applications (Microsoft Office, PageMaker, Photoshop, and Norton Antivirus, and others), Database applications (Access, FileMaker Pro, and others), Network applications (Outlook, Retrospect Remote Backup, File Sharing and others), and Internet applications (Netscape Navigator/Communicator, Internet Explorer, Internet Email and others on both Macintosh and Intel compatible workstations.
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BOARD APPROVED:
February 21, 2012