Southern Kern Unified School District
Position Description

Position Title: Information Systems Technician
Department: Information Technology Services
Reports To: Supervisor, Information Technology
Prepared By: SKUSD & CSEA   Date: June 15, 2010

SUMMARY: Under general supervision from the school Principal and direct supervision of the Supervisor of Information Technology;
Installs, maintains and repairs desktop computer hardware, software and peripheral equipment; performs routine computer maintenance, makes minor repairs and additions to the data network, and acts as the primary technical support resource.

ESSENTIAL DUTIES AND RESPONSIBILITIES *Other duties may be assigned.*
- Performs routine maintenance on district computers.
- Diagnoses basic computer problems and makes repairs as indicated by diagnosis.
- Installs, tests and/or repairs computer peripheral devices.
- Installs / uninstall and tests software.
- Solves basic computer and operating system problems.
- Assists in maintaining records regarding systems and warranty details.
    - Maintains documentation of system troubleshooting and repair solutions
- Acts as the first level of technical support for all computer and telephone related issues, including;
    - Desktop productivity software issues – word processing, spreadsheets, presentation, and e-mail clients
    - Library automation software
    - Student information system
    - Child Nutrition data systems
    - Test and test analysis systems
    - Computer network outage, latency, and minor expansion
    - Other systems that the District may acquire/utilize
- Occasionally works with other I.T. Services personnel on larger projects.
- Other related general technology duties will be performed as assigned.

SUPERVISORY RESPONSIBILITIES: None

QUALIFICATION REQUIREMENTS: To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

EDUCATION and/or EXPERIENCE:
- High School diploma or GED.
- Prior work experience with computer maintenance, software, and data networks.
- Knowledge of and experience with command line operation and Macintosh computers is desired.

LANGUAGE SKILLS:

- Ability to read and comprehend detailed instructions, short correspondence and memos.
- Ability to read, analyze and interpret professional journals or technical procedures.
- Ability to effectively present information and respond to questions from teachers, managers and administrators.
- Ability to write simple correspondence, and procedure manuals.

MATHEMATICAL SKILLS:
- Ability to calculate figures and amounts such as discounts, interest, proportions, percentages, area, circumference, and volume.
- Ability to apply concepts of basic algebra and geometry.

REASONING ABILITY:
- Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists.
- Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.

OTHER SKILLS and ABILITIES:
- Knowledge of desktop computer components and equipment: disk drives, sound cards, tape drives, monitors, CD-ROM devices and network interface cards.
- Ability to install computer hardware, peripherals, software in multiple software environments (Windows, Mac OS, Unix/Linux).
- Must be able to use appropriate tools and electronic equipment.
- Ability to operate personal computers.
- Ability to use computer applications including word processing and spreadsheets in Windows environment.
- Knowledge of the Internet and basic network operations.
- Ability to apply knowledge of current research and theory in specific field.
- Ability to establish and maintain effective working relationship with students, staff and the school community.
- Ability to speak clearly and concisely both in oral and written communication.
- Ability to perform duties with awareness of all district requirements and Board of Education policies.
- Hold a valid California driver's 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. While performing the duties of this job, the employee is:

- Frequently required to stand, walk, talk and hear.
- Occasionally required to sit.
- Frequently required to use hands to handle, or feel objects, tools, or controls.
- Frequently required to reach with hands and arms.
- Ability to bend, twist, squat, stoop or kneel, push and pull, crawl, reach above the head and in all directions.
- Occasionally the employee must use hand/grip strength to grasp tools.
- Specific vision abilities required by this job include close vision, and the ability to adjust focus.
- Ability to withstand long-term use of Video Display Terminals is required.

- Ability to lift and carry up to 50 pounds.
- The employee is regularly required to meet deadlines with severe time constraints and interact with staff, students, and parents.

WORK 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 but occasionally will work in a loud area.

The information contained in this job description is for compliance with the American with Disabilities Act (A.D.A) and is not an exhaustive list of the duties performed for this position. Additional duties are performed by the individuals currently holding this position and additional duties may be assigned.