

Laguna Beach Unified School District
Job Description: TECHNOLOGY SYSTEMS SPECIALIST

DEFINITION:

Under the direction of the Chief Technology Officer, staff the District's Technology Service Desk; serve as a technical resource to District personnel; assist community members in the use of the Aeries Browser Interface (ABI); assist community members in the use of the Individual Student Portfolio (ISP); log all service requests received over the phone or through e-mail into the District's help desk service call tracking system; assist customers with troubleshooting and resolution of software and hardware problems over the phone and through the use of remote control software such as LANDesk; assign calls to field personnel as needed for cases requiring on-site support, advanced diagnostic testing and repair, or direct vendor assistance; provide assistance to walk-in customers at primary work location. Perform imaging and other software installations on computers physically at the help desk service location as time allows.

ESSENTIAL DUTIES:

- Serve as technical resource to District personnel.
- Manage projects, including technology and wireless installation, maintenance, and troubleshooting.
- Assist with managing virtual infrastructure and storage.
- Assist with and maintain configurations, physical installation, implementation, monitoring, troubleshooting, and upgrading virtual servers.
- Assist in maintaining business continuity.
- Assist with Microsoft Exchange configurations.
- Consult with vendors, service providers and technical support regarding purchase of parts, status of repairs and software and hardware related questions.
- Assist in the development of a staff training program and defining operational procedures such as user administration, server operations, back-up systems and data maintenance.
- Operate the Computer Support hotline.
- Answer telephone calls and respond to inquiries and provide technical information, advice or referrals.
- Log all service requests into the District's Help Desk service call tracking system.
- Record the problem description, including specific error messages and/or symptoms, any troubleshooting steps taken, and the result, and the solution, if applicable.
- Support District's Mobile Device Management (MDM).
- Provide the ticket number to callers.
- Provide troubleshooting and problem resolution services.
- Escalate critical issues to support staff or to management.
- Assign service calls requiring on-site service to the appropriate personnel.
- Follow-up on closed service requests to insure customer satisfaction.

OTHER REPRESENTATIVE DUTIES:

- Attend workshops to update skills;
- Assist other departments on special projects as assigned;

- Perform other duties as assigned.

KNOWLEDGE, SKILLS, AND ABILITIES:

Knowledge of:

- First-level technical support and remote problem resolution
- Network connectivity
- Server maintenance and resolution of access issues
- Desktop and device support
- Application support
- Voice-over IP telephone support
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Ability to:

- Serve as a technical resource to District personnel.
- Troubleshoot and assist customers in resolution of basic hardware and software issues.
- Use proper phone etiquette.
- Evaluate and prioritize service requests in accordance with department standards.
- Document problems in writing in a clear, concise manner.
- Learn District organization, operations, policies and objectives.
- Learn policies and objectives of assigned program and activities.
- Communicate effectively both orally and in writing.
- Establish and maintain cooperative and effective working relationships with others.
- Maintain records and prepare reports.
- Understand and follow oral and written instructions.
- Meet schedules and timelines.

MINIMUM QUALIFICATIONS:

Education:

Any combination equivalent to: Bachelor's degree in computer science, business administration, management information systems or related field. A maximum of two years additional appropriate related experience or completion of a related technical school may be substituted for the education requirement on a year-for-year basis. Microsoft MCP, MCSE, or similar certifications are desirable.

Experience:

Three (3) years of related experience performing duties of increasing responsibilities in a computing environment. Experience working in a progressive education setting is preferred.

License Requirement:

Possession of a valid California Motor Vehicle Operator's License

Personal Qualities:

- Independent Worker
- Maturity and good judgment
- Neat and clean appearance
- Willingness to assume a wide range of responsibilities
- Willingness to learn new skills

- Willingness to continuously improve
- Pleasant interpersonal skills
- Good organizational skills
- Commitment to professional courtesy
- Belief in high standards
- Commitment to professional responsibility
- High intrinsic motivation

WORKING CONDITIONS:

- Primarily indoor work environment.
- Constant interruptions.

Physical Requirements:

- Hearing and speaking to exchange information and make presentations.
- Dexterity of hand and fingers to operate a computer keyboard.
- Lifting and carrying moderately heavy computer equipment.
- Vision: Must possess vision (which may be corrected) to read small print and computer screens.
- Speech and Hearing: Must possess hearing (which may be corrected) to use a telephone and to hear discussions and questions during public and school meetings and productions. The individual is required to speak clearly and distinctly, to make lengthy oral presentations, and to converse by telephone.
- Ability to frequently stand, sit, reach, grasp, stoop, bend, push, pull, kneel, squat, and twist.
- Ability to climb stairs.

Operation of Vehicles, Machinery, and Equipment Requirements:

- Ability to travel to a variety of locations within a reasonable time frame.
- Must be able to operate office, multimedia, and computer equipment.

Mental and Emotional Requirements:

- Ability to understand and follow oral and written directions.
- Ability to work independently with little direction.
- Ability to concentrate to meet numerous deadlines.
- Ability to establish and maintain effective working relationships with others.
- Ability to make independent decisions to respond to numerous requests, deadlines, and to prioritize assignments.
- Ability to exchange information.
- Ability to learn the procedures, function and limitations of assigned duties.
- Ability to establish effective relationships with a wide range of people.
- Ability to give direction and to exercise tact, diplomacy, empathy, and firmness in sometimes highly emotional situations.

HAZARDS:

- Working with equipment that may potentially cause electrical shock.