Davis Joint Unified School District	Position Description
Position: Information Technology Specialist II	Salary Range: 36

Summary

Performs a complete range of one-on-one and small group instruction, help, and troubleshooting on common to advanced computer and software problems used for administration, education, and libraries. Performs a wide variety of complicated diagnostic inspections and repair on standalone and networked computer hardware and software for administration, education, and libraries. Installs, maintains and troubleshoots computer networks.

Distinguishing Characteristics

Information Technology Specialist II works in multiple areas and departmental applications. The position is capable of basic to advanced network operations, computer security administration, formal training in common and advanced software, hardware diagnostics, data and telecommunications setup and configuration. Network specialists will use system tools for diagnostics and perform complex installations. Software specialists will design applications and perform diagnosis on more advanced software.

Essential Duties and Responsibilities

- Receives and responds to calls and personal inquiries regarding advanced questions and problems with usage of computer software and input and output of documents, data, and telecommunications to and from computer hardware. Examples of software include, but are not limited to education industry special programs, accounting systems, word processing, spreadsheets, graphics, desktop publishing, bibliographic search, Internet, electronic mail, special productivity tools, and teaching tools.

- Documents help desk calls and assigns questions and solutions to a predetermined index accessible by others.

- In small group settings or on a one-to-one basis, instructs and illustrates the use of a variety of business and educational software such as learning tools, word processing, spreadsheet, data bases, and graphics. Concentrates on advanced software.

- Provides and monitors security for the local and wide-area networks and related software.

- Troubleshoots networks by identifying problems, asking questions of users, determining and implementing appropriate solutions.

- Participates in planning and design of network systems under the guidance of the Network Administrator. Provides other ancillary support to network system and installation staff as requested.

- Installs, tests and maintains both networked and stand alone computer systems.   Installs and configures operating system software and adjusts to suit user needs. Reconfigures and relocates computer equipment as needed.   Understands and uses diagnostic tools and software for computer problem determination.

- Tests copper and fiber optic computer cabling systems to support networked computer systems on campus and satellite sites.

- Communicates with students, staff, parents and the public using tact, diplomacy and courtesy in sometimes confrontational or stressful situations.

- Performs other duties as assigned that support the overall objective of the position.

- Requires the ability to comprehend and follow district safety plans, procedures, and policies and all other district standards and procedures.

Qualifications

- **Knowledge and Skills**

  Requires advanced technical knowledge of computer operations, including the relationship and usage of various input and output components, business and educational support software, and terminology. Requires advanced knowledge of network operations, security. Must understand the protocols and procedures for setting up new equipment, troubleshooting and performing routine maintenance. Requires sufficient communication skills to conduct individual and small-group instruction as well as technical assistance on the use and application of the Internet and software, including connectivity software.

- **Abilities**

  Must be able to perform all of the relevant duties of the position with minimal supervision. Must be able to operate computers, printers, and peripheral equipment. Requires the ability to analyze a variety of technical problems and to develop and apply appropriate solutions, including those involving networks. Must be able to read, understand and apply information from technical manuals. Must be able to prioritize work in order to meet deadlines and maintain schedules.

- **Physical Abilities**

  Position involves walking, standing, stooping, carrying and lifting. Requires visual acuity to read numbers, letters, and images; depth perception; hand and finger dexterity to use a keyboard, and hand-eye coordination. Requires speaking and hearing ability sufficient to hear and carry on routine conversations with minimal voice projection.

- **Education and Experience**

  Requires a high school diploma or equivalent. Requires one year of post-secondary coursework in computer hardware and software components, computer operating systems and data communications software, supplemented by 2 years of related experience. Alternatively, one year of industry certification coursework in the same area(s) and two years of job training or experience in the areas listed above may fulfill this requirement.

- **Licenses and Certificates**

  Depending upon assignment, a valid California driver's license and/or first aid training may be required. Industry certification such as Microsoft Certified Professional status with 2 core tests complete.