

Natomas Unified School District

Position Description

Position: Information Technology Specialist II	Position Number:
Department: Primary or Secondary School Levels	FLSA: Non-exempt
Reports to: Director of Technology, Principal, or Designee	Salary Grade: 16

Summary

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

Distinguishing Characteristics

This is the second level in a broad-based technical career ladder. Advancement along this ladder can occur through mastery with microcomputers and connectivity, a full range of computer software and training, data and telecommunications, and networks. At level I, incumbents are expected to work with students and teachers in a classroom or dedicated lab and will help with common technical problems as well as give individualized instruction. At Level II, incumbents are expected to assist personal computer users with routine instruction and troubleshooting of common software and I/O problems. Also at level II, the position is capable of basic network setup, limited computer security, formal training in common software, or basic data and telecommunications setup and configuration. At level III, the job expands into multiple areas and departmental applications. For example, network specialists will use system tools for diagnostics and perform complex installations. Software specialists will conduct training in small group settings and perform diagnosis on more advanced software. The job is capable of administering computer security systems. At level IV, industry certifications are required and/or a leadership role must be assumed.

Essential Duties and Responsibilities

Depending on the area of concentration, incumbents are expected to perform some, not all, of the following duties:

- Receives and responds to calls and personal inquiries regarding questions and problems with usage of common to advanced personal computer software and input and output of information to and from computer hardware. Examples of software include, but are not limited to word processing, spreadsheets, graphics, desktop publishing, bibliographic search, and teaching tools.
- Documents help desk calls and assigns questions and solutions to a predetermined index that is 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, and graphics.
- Installs stand alone and networked computers. Installs and customizes applications

software and other associated programs and files.

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

Qualifications

▪ Knowledge and Skills

Requires in-depth technical knowledge of personal computer operations, including the relationship and usage of various input and output components, business and education support software, and terminology. Must understand the protocols and procedures for setting up new equipment, troubleshooting and performing routine maintenance. Requires sufficient communication skills to conduct individual instruction and technical assistance on the use and application of PC-based software, internet, and connectivity software; small group instruction on common software.

▪ Abilities

Must be able to perform all of the relevant duties of the position with minimal supervision. Must be able to operate a variety of computer terminals, printers, and peripheral equipment. Requires the ability to analyze well-precedented technical problems and to develop and apply appropriate solutions. 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 requires light to medium walking, standing for periods up to one hour, stooping, and carrying and lifting of light weight materials (under 25 pounds). Requires visual acuity to read numbers, letters, and images; depth perception to connect parts and sub-assemblies; hand and finger dexterity to use a computer keyboard, and hand-eye coordination. Requires speaking and hearing ability sufficient to hear over phone and carry on routine conversations with minimal voice projection.

▪ Education and Experience

Two years of college-level course work in microcomputer hardware and software components, microcomputer operating systems and data communications software. Alternatively, one year of college-level course work in the same areas and two years of additional job training or experience. Additional experience may substitute for higher education.

▪ Licenses and Certificates