

## Natomas Unified School District

## Position Description

Position: Information Technology Specialist IV	Position Number:
Department: Technology	FLSA: Exempt
Reports to: Director of Technology, or Designee	Salary Grade: 22

### **Summary**

Performs a complete range 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 complicated 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 third 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 assist personal computer users with routine instruction and troubleshooting of common software and I/O problems. At level II, the position is capable of basic network operations, limited computer security, formal training in common software, hardware diagnostics, 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 most if not all of the following duties:

- Installs and maintains networks containing multiple servers. This includes operations planning and design, moves, adds, changes, fault prediction, trouble detection/correction, traffic measurement, circuit analysis, path testing, and general maintenance.
- Sets up multiple servers at various locations to communicate on the network.
- Configures, installs, and maintains directory structures, security, and applications software. May survey users to determine the common applications and variety of software.
- Develops and maintains up-to-date documentation for network infrastructure, servers, and procedures.
- Participates in developing strategies for network server data backup, including recovery and disaster recovery plans.
- Develops and implements protocols for electronic mail systems and accounts. Installs

software and configures systems to support electronic mail. Troubleshoots complex mail access problems.

- Researches, determines, defines, and recommends network changes to ensure continuous operations, desired performance and service.
- Coordinates and participates in troubleshooting to resolve network hardware and operations problems, including but not limited to connectivity, internet access, electronic mail and file servers. Works with fellow staff, equipment users, vendors, and independent contractors to identify and resolve problems.
- Ensures proper installation and configures the full range of network, telephony, and midrange devices.
- Plans and designs networks for new offices and classrooms, remodels, and library or laboratory centers. Monitor new network installations.
- Facilitates processes that lead to recommendations on hardware and software products to be used on the network.
- Implements protocols and procedural controls for operation of the network systems.
- May analyze, modifies, test, and debug existing database structures, systems and programs. Analyzes problems and makes modifications to systems and individual programs as required.
- Participates with various staff to determine computer database needs and requirements. Assists with user implementation of database and data processing systems.
- Receives and responds to calls and personal inquiries regarding questions and problems with usage of advanced personal computer software and input such as relational databases and output of documents, data, and telecommunications to and from computer hardware.
- 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.
- Performs other duties as assigned that support the overall objective of the position.

## **Qualifications**

### **▪ Knowledge and Skills**

Requires specialized professional knowledge of personal computer based local area networks; network operations over multiple servers and platforms; integration of data and telecommunications; principles and practices of data processing and systems administration, including connectivity between network servers; database structures and design; and main frame computers. Requires a working knowledge of network operations, security, and data communications cabling. Must understand the protocols and procedures for setting up new equipment, troubleshooting and performing routine maintenance. Requires sufficient communication skills to conduct small group and

individual instruction and technical assistance on the use and application of PC-based software, internet, and connectivity software; small group instruction on common software. Requires well-developed writing skills sufficient to document processes and write instructions. Requires sufficient math skills to compute algebraic formulas.

- **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 a variety of technical problems and to develop and apply appropriate solutions, including those involving connections between computers. Must be able to read, understand and apply information from technical manuals. Must be able to deliver instruction to small groups. Must be able to prioritize work in order to meet deadlines and maintain schedules.

- **Physical Abilities**

Position involves light to medium walking, standing, stooping carrying and lifting of light weight materials (under 25 pounds). 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 over phone and carry on routine conversations.

- **Education and Experience**

Requires an Associates degree in computer science or related technical field and 5 years experience in network operations, network administration, data base design and administration, and personal computer support. CCNA or Microsoft MCSE certification with emphasis in Microsoft server administration is required. Additional experience may substitute for some higher education. Requires specific experience in the design, implementation, and on-going support of integrated local area networks, and user training in network and commonly used business applications.

- **Licenses and Certificates**