

## **UNION SCHOOL DISTRICT**

### **CLASS TITLE: INFORMATION SYSTEMS SUPPORT SPECIALIST II (ISSSII)**

#### **BASIC FUNCTION:**

Under the direction of the Director of Technology, perform a variety of technical duties involved in the installation, configuration, operation, maintenance and repair of computer hardware, software and peripherals. Provide support to teachers and other site and district personnel, performing technical information technology functions independently. The ISSSII performs specialized activities and is responsible for administering, maintaining and assuring smooth and efficient functioning of computer network and work station systems. The ISSSII will assist in assigning appropriate work to an IISSSI and provide necessary support and training to an IISSSI.

#### **REPRESENTATIVE DUTIES:**

##### **ESSENTIAL DUTIES:**

Install, set up, configure, modify and maintain computer hardware, software and peripherals to assure the smooth running of computer work stations and systems; respond to user requests for service; install, upgrade and update computer software and applications as needed.

Inspect, troubleshoot, diagnose and resolve hardware, software and peripheral malfunctions; install, configure, maintain and repair various peripherals such as printers, routers, switches and cabling; replace components as needed.

Provide District computer users with assistance in resolving hardware and software malfunctions; receive and respond to e-mails and phone calls concerning technology problems and malfunctions; provide general troubleshooting, determine type of request and provide solutions.

Install, maintain, replace and repair hardware, printer cartridges and other computer components; add memory to computers as requested; install, configure and resolve problems with operating systems as required.

Configure hardware and software to assure proper operations and network connectivity; connect computers to servers to assure access to server-based applications; install and update operating systems and printer drivers as needed; configure and update e-mail account settings.

Communicate with personnel and various outside agencies to exchange information and resolve issues or concerns.

Operate a variety of computers, servers, peripherals and specialized software; drive a vehicle to conduct work.

Maintain current knowledge of technological advances in computer hardware, software and peripherals.

Maintain various records related to assigned activities.

Attend mandatory trainings as required by your position.

##### **OTHER DUTIES:**

Perform related duties as assigned.

**KNOWLEDGE AND ABILITIES:**

**KNOWLEDGE OF:**

Practices, procedures and techniques involved in the installation, configuration, maintenance, troubleshooting, diagnosis and repair of computer hardware, software and peripherals;  
Computer hardware systems and software applications utilized by the District;  
Extensive knowledge of both PC and Apple/Macintosh platforms and operating systems;  
Principles, methods and procedures of operating computers and peripheral equipment;  
Database structures, on-line applications and system capabilities of the District's computer systems;  
Materials, methods and tools used in the operation and repair of computer systems;  
Manual instructions, sufficient to enable quick and accurate diagnosis of difficulties;  
Oral and written communication skills;  
Interpersonal skills using tact, patience and courtesy;  
Technical aspects of field of specialty; and  
Record-keeping techniques.

**ABILITY TO:**

Install, configure, modify and maintain computer hardware, software, networks and peripherals to assure the smooth running of computer work stations;  
Investigate, troubleshoot, diagnose and repair hardware and software malfunctions;  
Provide technical training and support to technology users concerning computer hardware and software operations, issues and malfunctions;  
Install, update and configure various software and applications on computers;  
Meet schedules and time lines;  
Operate computers and peripheral equipment properly and efficiently;  
Solve problems independently or with limited consultation;  
Maintain various records related to work performed;  
Work independently with little direction;  
Communicate effectively orally and in writing;  
Establish and maintain cooperative and effective working relationships with those contacted during the performance of required duties, including school personnel, students, parents and the community;  
Model appropriate behavior around and interact appropriately with preschool and school age children; and  
Maintain regular attendance.

**EDUCATION AND EXPERIENCE:**

Any combination equivalent to: graduation from high school supplemented by college-level course work in computer science or related field. Preference for four years experience involving the installation, maintenance and repair of computer hardware, software and peripherals, at an increasingly more independent level.

**LICENSES AND OTHER REQUIREMENTS:**

Valid California driver's license

**WORKING CONDITIONS:**

**ENVIRONMENT:**

Indoor work environment with high noise and distraction levels  
May work in outdoor environment

May work in small spaces such as ceilings for wiring  
Driving a vehicle to conduct work

**PHYSICAL DEMANDS:**

Visual ability to read handwritten or typed documents and the display screen of various office equipment and machines;  
Ability to conduct verbal conversation in English and, possibly, a designated language;  
Hear normal range verbal conversation (approximately 60 decibels);  
Sit, stand, stoop, kneel, bend and walk;  
Sit for sustained periods of time;  
Climb slopes, stairs, steps and ladders;  
Lift up to 50 or more pounds;  
Carry up to 50 or more pounds;  
Exhibit full range of motion for shoulder external rotation and internal rotation, shoulder abduction and adduction, elbow flexion and extension, shoulder extension and flexion, back lateral flexion, hip flexion and extension and knee flexion;  
Operate office machines and equipment in a safe and effective manner;  
Ability to work in a safe and effective manner in the following: at various elevated heights on ladders, roofs, and in restricted spaces;  
Demonstrate manual dexterity necessary to operate calculator, typewriter and/or computer keyboard at the required speed and accuracy; and  
Conduct frequent repetitive arm, hand and body motion.

**Disaster Service Worker**

*CA Government Code 3100.* It is hereby declared that the protection of the health and safety and preservation of the lives and property of the people of the state from the effects of natural, manmade, or war-caused emergencies which result in conditions of disaster or in extreme peril to life, property, and resources is of paramount state importance requiring the responsible efforts of public and private agencies and individual citizens. In furtherance of the exercise of the police power of the state in protection of its citizens and resources, all public employees are hereby declared to be disaster service workers subject to such disaster service activities as may be assigned to them by their superiors or by law.

*Board approved 10/14/2013*

*CSEA 610 approval 10/15/2013*