

SAN LUIS OBISPO COUNTY OFFICE OF EDUCATION

JOB TITLE: INFORMATION TECHNOLOGY SUPPORT SPECIALIST

REPORTS TO: Director, Information Technology Services
SUPERVISES: No supervisory responsibilities.

DEFINITION:

Perform specialized duties in the installation, configuration, operation, maintenance, troubleshooting, diagnosis and repair of computer hardware, software, peripherals, wired and wireless networks, phones and mobile technology. Perform network and system administration activities.

QUALIFICATIONS:

Required:

1. High School diploma or equivalent.
2. Five years increasingly responsible experience in information technology, or a bachelor's degree plus three years increasingly responsible experience in information technology.
3. Federal Bureau of Investigation and the California Department of Justice fingerprint clearance as required by California Education Code.
4. Valid California driver's license.

KNOWLEDGE AND ABILITY:

1. Knowledge of practices, procedures and techniques involved in the installation, configuration, operation, maintenance, troubleshooting, diagnosis and repair of computer hardware, software, peripherals, wired and wireless networks, phones and mobile technology.
2. Knowledge of computer hardware systems and software applications utilized by SLOCOE.
3. Knowledge of principles, methods and procedures of operating computer hardware, software, peripherals, wired and wireless networks, phones, and mobile technology.
4. Knowledge of database principles, network applications and system capabilities of computer and network systems.
5. Knowledge of cabling systems and network design.
6. Knowledge of materials, methods and tools used in the operation and repair of computer hardware, software, peripherals, wired and wireless networks phones and mobile technology.
7. Knowledge of backup, disaster recovery, and business continuity principles and practices.
8. Knowledge of network and computer hardware and software security principles and practices.
9. Knowledge of network firewall, router, and switch implementation and maintenance.
10. Ability to understand manual instructions to enable logical and accurate diagnosis of problems.
11. Ability to operate a variety of tools and equipment utilized in the operation and repair computer hardware, software, peripherals, wired and wireless networks, phones and mobile technology.
12. Ability to research and recommend software and cloud-based technology offerings.
13. Ability to communicate effectively both verbally and in writing.
14. Ability to maintain current knowledge of technological advances.
15. Ability to demonstrate interpersonal skills with tact, patience and courtesy.
16. Ability to maintain regular and reliable attendance.
17. Ability to work independently, prioritize and manage multiple tasks and effectively apply time management skills.
18. Ability to establish and maintain positive and effective working relationships with diverse populations.
19. Ability to understand and carry out assignments in a neat, orderly, accurate, and timely fashion following verbal or written instructions with minimal supervision.
20. Ability to exercise sound judgments and decisions and to evaluate the results of those judgments and decisions.
21. Ability to deal with problems or issues involving several variables in non- standardized situations.

ESSENTIAL FUNCTIONS:

1. Install, configure, modify and maintain computer hardware, software, peripherals, wired and wireless networks, phones, and mobile technology to ensure effective operation of SLOCOE computer systems. Respond to SLOCOE work orders and needs in a timely and efficient manner.
2. Perform network administration activities. Set up and maintain servers, routers and switches. Establish and maintain user accounts, passwords, e-mail accounts, internet connectivity, and security for designated programs and systems. Set up and maintain SLOCOE phones and related services. Set up, configure, and maintain systems for storage, archiving and retrieval of data.
3. Investigate, troubleshoot, diagnose and repair computer hardware, software, peripherals, wired and wireless networks, phones and mobile technology malfunctions.
4. Troubleshoot and resolve database problems. Ensure data integrity and backups, and monitor available system resources to ensure optimal performance and reliability.
5. Troubleshoot, diagnose and resolve problems with peripheral equipment including printers, copiers, switches, routers, firewalls, phones, and mobile technology.
6. Implement, troubleshoot, diagnose and resolve problems with virtualization and backup software.
7. Implement and test business continuity and disaster recovery procedures for SLOCOE essential tools and services.
8. Implement and maintain next generation firewall reports for advanced threat analysis. Maintain software and hardware resources to validate and continuously improve SLOCOE's high technology security posture.
9. Serve as a technical resource to SLOCOE computer users concerning the operation of computer hardware, software, peripherals, wired and wireless networks, phones and mobile technology. Respond to inquiries and provide technical information concerning related practices, requirements, guidelines and procedures. Provide technical training to SLOCOE or district staff in a classroom environment or one-on-one.
10. Operate technical equipment including testers, meters and hand and power tools.
11. Drive a vehicle to conduct work.
12. Communicate with SLOCOE personnel and outside agencies to exchange information, coordinate activities and resolve issues or concerns.
13. Participate in the design, implementation and maintenance of SLOCOE websites and related systems.
14. Maintain routine records related to work performed.
15. Provide technical assistance and consultation regarding the design and set up of SLOCOE computer systems.
16. Research effectiveness and costs of new and upgraded programs, tools and technological equipment. Make suggestions for new purchases.
17. Attend workshops, classes, and seminars to gain and maintain current knowledge of computer applications, programs, and advances.
18. Handle confidential information and materials with complete security.
19. Perform related duties within the scope and skill level of the classification.

ENVIRONMENT:

1. Indoor work environment.
2. Driving a vehicle to conduct work.

PHYSICAL DEMANDS:

1. Dexterity of hands and fingers to operate a variety of computer equipment.
2. Hearing and speaking to exchange information.
3. Sitting or standing for extended periods of time.
4. Bending at the waist, kneeling or crouching.
5. Seeing to view a computer monitor and read a variety of materials.
6. Physical agility to lift 25 pounds to shoulder height and 50 pounds to waist height.
7. Lifting, carrying, pushing or pulling heavy objects.

HAZARDS:

1. Working around electricity and electrical components.
2. Working around machinery with moving parts.

Grade Allocation:	44
Adopted:	7/1/04
Revised:	1/26/11, 8/11/21