

BURBANK UNIFIED SCHOOL DISTRICT

CLASS TITLE: TECHNOLOGY OPERATIONS SPECIALIST

BASIC FUNCTIONS:

Under the direction of an assigned supervisor, install, modify and maintain computer systems; manage, install, configure and troubleshoot networks; manage databases; provide technical assistance and training to District employees as needed.

REPRESENTATIVE DUTIES:

Install, maintain, upgrade, and configure equipment and software, including but not limited to Local Area Networks (LAN's), Wide Area Networks (WAN's), intranets, file servers, web servers, routers, gateways, message servers, Antivirus servers, FAX servers, data imaging systems, automated student dialer, workstations, printers, scanners, peripherals, and related equipment.

Assure proper operation of local area networks with emphasis on applications software, support and network security; application of system analysts techniques and procedures, including consulting with users to determine hardware, software or system functional specifications.

Manage networks and intranet, including but not limited to, email and calendar systems; create network security; add/remove users; grant rights to users, system, peripherals, and other network resources; grant users access to the County of Los Angeles Office of Education computer system for purposes of human resources, payroll and accounting functions; maintain District WEB pages; manage backup systems of servers and other critical systems; restore files as necessary.

Install new equipment, components and load into existing technology environment perform technical and maintenance duties in the care of technology equipment.

Diagnose and resolve networking and software problems; evaluate new software and advise in acquisition of new software or upgrading of software and hardware.

Prepare materials and workstations for training sessions. Perform group and individual training sessions and instructions, including but not limited to, the use of a variety of software applications, network access, procedures, and policies.

Diagnose, troubleshoot, repair, computer equipment and software failures; coordinate and complete computer system maintenance; assure the maintenance of all computer equipment; relocation of computer equipment; schedule repairs of equipment through district or outside sources.

Perform network troubleshooting to isolate, diagnose, and repair problems. Upgrade network hardware and software as required.

Install, maintain, upgrade, and configure the Districts' wide variety of databases and systems, including, but not limited to, Facilities work order database, purchasing/inventory systems, and District student database.

Serve as resource person in developing, revising, and improving computer applications; keep abreast of new software and networking product developments and networking/utilization strategies.

Analyze faulty software issues and determine source of trouble; resolve software issues; install new software as appropriate; verify proper operation including analysis, documentation, and testing of computer systems or programs including prototypes based on and related to user or system design specifications.

Provide technical support to staff; respond to the needs and questions of all users concerning their access to resources on the network in a professional and courteous manner.

Diagnose and resolve networking and software problems; evaluate new software and advise in acquisition of new software or upgrading of software and hardware.

Answer inquiries in person, via telephone, in writing, by fax and email concerning system operations; diagnose system hardware, software and operator problems; recommend or perform remedial actions to correct problems; inspect computer equipment and prepare computers for delivery and installation.

Perform special assignments, including but not limited to, applications development, data conversion, data collection, specialized reports, complicated spreadsheet design, and database design and reporting.

Work with Technology staff and site personnel to coordinate installation, repair and relocation of technology equipment.

Maintain a variety of records, including but not limited to, inventories of hardware and software.

Maintain confidentiality of information related to students and personnel.

Perform other duties reasonably related to job description as assigned.

KNOWLEDGE AND ABILITIES:

KNOWLEDGE OF:

School District organization, operations, policies and objectives.

Local area networks, wide area networks, intranets, file servers, web servers, routers gateways, message servers, FAX servers, data imaging systems, workstations, printers, scanners, and peripherals

Modern office automation practices, procedures and equipment.

Hardware and software diagnostic skills.

Various software applications for spreadsheet, database and word processing programs.

Oral and written communication skills.

Interpersonal relations skills using tact, patience and courtesy.

ABILITY TO:

Install, repair and replace computer hardware and software.

Conduct inservices and train personnel in the use of new software/hardware.

Organize complex material and summarize in report form.

Work independently with little direction.

Analyze problems accurately and adopt an effective course of action.

Understand and follow oral and written directions.

Lift objects weighing up to 30 pounds using safe and proper methods and/or equipment; move objects weighing over 30 pounds using safe and proper methods and/or equipment.

Establish and maintain effective working relationships.

Maintain records and prepare reports.

Maintain a variety of filing systems.

Meet schedules and timelines.

Plan and organize work.

Work confidentially with discretion.

Communicate effectively both orally and in writing.

Attend meetings, conference and workshops as needed.

EDUCATION AND EXPERIENCE:

Any combination equivalent to: graduation from high school supplemented by specialized training in a wide variety of technology equipment and four years experience in the maintenance of technology equipment.

LICENSES AND OTHER REQUIREMENTS:

Possession of a valid California drivers' license is required. Use of own insured vehicle may be required. Certified Network Engineer (CAN) or Microsoft Certified Engineer (MSCE) or equivalent with District approval required within twenty-four months.

WORKING CONDITIONS:

Subject to lifting and exposure to high voltage and currents in shop, school, and office environments.

Tecopspc
12/05