

CLASSIFIED JOB DESCRIPTION

PERRIS SCHOOL DISTRICT INFORMATION TECHNOLOGY ANALYST I

Definition

Under the direction of the Director of Technology and Systems Engineer, performs a variety of duties related to District-wide operation of computer systems; installs and maintains computer applications, and provides computer hardware support; assists as needed in daily operations of the Technology Department; and performs related work as required; keeps district staff informed and up-to-date on software and hardware changes, developments, etc.; assists the Systems Engineer in the management of information systems security; and orients users to new systems and procedures.

Examples of Duties

1. Provides desktop support for various computer platforms; inclusive of Microsoft Windows, Apple Mac OS, Apple IOS, and Google Chrome OS.
2. Configure workstations for basic network connections.
3. Assists and troubleshoots hardware, software, network, mobile device, audiovisual devices, and peripheral issues.
4. Repairs computer hardware on various systems.
5. Performs preventative maintenance to maintain optimal system performance.
6. Provides technical input to serve as a resource to administrators, teachers and staff.
7. Performs imaging of computer systems.
8. Performs basic troubleshooting of networks devices.
9. Maintains inventory of all computer equipment and peripherals.
10. Assists in basic user account management with district wide information systems
11. Handle general VoIP maintenance, support and configuration changes
12. Supports databases containing confidential information.
13. Collaborates with vendors for software and hardware installations, troubleshooting, and maintenance.
14. Maintains records in work order system.
15. Supports and updates District and School Site website content
16. Pick up and delivers equipment at District facilities.
17. Prepares written and oral reports as required.
18. Maintains knowledge of current trends in computer support.
19. Performs related/other duties as assigned by Director of Technology and Systems Engineer, in support of current District Technology and Future Technology that is implemented.

CLASSIFIED JOB DESCRIPTION

PERRIS SCHOOL DISTRICT INFORMATION TECHNOLOGY ANALYST I

Qualifications

Knowledge of:

1. Computer hardware and software configurations
2. Computer operating systems
3. Inventory and documentation practices
4. Network cabling standards
5. Organizational skills
6. General technical terminology
7. Basic arithmetic

Ability to:

1. Learn and effectively use hardware and software specific to District needs
2. Train or assist in providing training to end users
3. Troubleshoot hardware, software and basic network connectivity problems
4. Work independently with minimal supervision
5. Communicate effectively both orally and in writing
6. Establish and maintain cooperative and effective working relationships with others
7. Project a mature, constructive, stable, and healthy attitude in a learning environment
8. Learn pertinent procedures and functions quickly and apply them without close and immediate supervision
9. Demonstrate good interpersonal skills to work with students, teachers, administrators, supervisors, co-workers, vendors and the public
10. Learn new skills to keep current with technology trends
11. Instruct others in the use and care of computer hardware and software
12. Adapt to changing technologies and learn functionality of new equipment and systems
13. Multi-task while maintaining patience and flexibility
14. Manage time effectively between multiple sites

Education and Experience

Graduation from high school, and College level courses specializing in computer operation, installation, maintenance, and repair, or

CLASSIFIED JOB DESCRIPTION

PERRIS SCHOOL DISTRICT INFORMATION TECHNOLOGY ANALYST I

Two (2) years' experience of hardware/software support in a corporate network environment

License and Other Requirements

Valid California Driver's License and Proof of Insurance
A+, ACSP, MCSA, or MOS certification preferred

SALARYCOMPENSATION:

Job Description: Classified Information Technology Analyst I
245 Work Days
Classified Salary Schedule 300 – Row 18
\$20.57-\$27.38 Hourly
Board Approved: November 9, 2017