

PLACENTIA-YORBA LINDA UNIFIED SCHOOL DISTRICT
CLASSIFIED JOB DESCRIPTION

INFORMATION SYSTEMS TECHNICIAN

DEFINITION

To install, support, maintain, upgrade, replace, and integrate information systems, software, servers, and infrastructure. Assist users with understanding, accessing, and reporting information.

DISTINGUISHING CHARACTERISTICS

This is a journey level class in the Technology series and is distinguished from higher level positions by the complexity of the assigned duties and by the independence with which such duties are performed. In addition, incumbents of the journey level do not provide functional and technical supervision to other journey level positions.

SUPERVISION RECEIVED AND EXERCISED

Receives general supervision from Technology Management.

EXAMPLES OF DUTIES - Duties may include, but are not limited to, the following:

Troubleshoot, resolve, and coordinate resolution of information system and technology problems in person, remotely, and over the phone. Coordinate with helpdesk to perform routine tasks. Route requests for assistance to the appropriate staff. Utilize the helpdesk system to track resolution of technology and information system events. Utilize tools to improve support and automate routine tasks. Participate in staff meetings and trainings. Schedule and monitor vendor repair and maintenance work. Assist users with understanding, accessing, and reporting information. Participate in the installation, upgrade, support, maintenance, replacement, and integration of information systems, software, servers, and infrastructure. Maintain and support the daily, weekly, monthly, and annual information systems processes. Maintain documentation on information systems, software, servers, and infrastructure. Participate in district processes and procedures. Work on assigned technology projects and deployments. Participate in the submission and correction of data for state, federal, and program reporting. Performs related duties as assigned.

QUALIFICATIONS

Knowledge and Abilities: Knowledge of computers and associated hardware, computer operation and software, information technology software and systems, information system and technology support processes and procedures, information system administration, scripting and querying languages, school district information systems and

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Information Systems Technician (Continued)

processes, and technology security principles and practices. Ability to communicate clearly, develop collaborative and productive relationships, analyze, organize, prioritize, and troubleshoot problems, learn new information systems, automate repetitive tasks, understand, organize, correct, and report on information.

Experience and Training Guidelines

Experience:

Two years experience installing, supporting, maintaining, and upgrading, information systems and software is desired. Two years of experience providing information support in a school district environment is desired.

Training:

High School Diploma or equivalent is required. A+ certification or similar training and coursework desired. A bachelor's degree in a technology-related field or equivalent industry certifications is desired. A valid California driver's license.