PLACENTIA-YORBA LINDA UNIFIED SCHOOL DISTRICT
CLASSIFIED JOB DESCRIPTION

TECHNOLOGY AND INFORMATION SYSTEMS ENGINEER

DEFINITION

To install, support, maintain, upgrade, repair, replace, and integrate PYLUSD technology hardware, software, servers, virtual servers, storage, and backup systems.

SUPERVISION RECEIVED AND EXERCISED

Receive general supervision from Technology Management.

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

Troubleshoot, resolve, and coordinate resolution of technology and information system problems. 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. Travel to and from locations other than the assigned work location. Install, upgrade, support, maintain, repair, replace, and integrate technology hardware, software, servers, virtual servers, storage and backup systems. Maintain documentation on technology hardware, software, and information systems. Participate in district processes and procedures. Work on assigned technology projects and deployments. Integrate new or upgraded technology and information solutions. Use tools to automate the installation of software

QUALIFICATIONS

Knowledge and Abilities: Knowledge of computer and server systems and associated hardware, computer and server system operation and software, instructional technology software and systems, information technology software and systems, interactive classroom technology, technology support processes and procedures, network administration, scripting and querying languages, system imaging solutions and processes, and technology security principles and practices. Ability to communicate clearly, develop collaborative and productive relationships, analyze, organize, and prioritize problems and projects, work with limited supervision, automate repetitive tasks, automate computer, network, and system administration, assist with identifying and resolving problems with network and telecommunication systems, and integrate new technology systems into an existing technology ecosystem.

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Experience and Training Guidelines:

Any combination of experience and training that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

Experience:

Two years of experience installing, supporting, maintaining, upgrading, repairing and replacing technology is desired. Two years of experience providing technology support in a school district environment is desired. Two years of experience working on technology projects is desired. Two years of experience integrating new technology solutions is desired.

Training:

High School Diploma or equivalent is required. A valid California driver's license. Server+ certification or similar training and coursework desired.