

JOB DESCRIPTION
August 2016

Placer County Office of Education
360 Nevada Street
Auburn, CA 95603

INFORMATION TECHNOLOGY SUPPORT SPECIALIST I, II & III

General Purpose:

An Information Technology Support Specialist is responsible to the County Superintendent and works under the direct supervision of the designated manager(s). An Information Technology Support Specialist assists and instructs the office support staff at Placer County Office of Education, district offices, school site administrators, counselors, and other users in the use of software and hardware designated for use on the Office of Education server network and assists programming and systems analyst staff with the identification and correction of network use problems.

Essential Functions and Responsibilities include the following. Other duties may be assigned as required:

- Analyzes any problems as outlined by finance and/or pupil-personnel users for the purpose of trouble-shooting and/or modifying new or existing programs.
- Coordinates between users of finance and/or pupil-personnel other centralized information technology systems and the Placer County Office of Education Information Technology Services for the purpose of a successful implementation and maintenance of a network information technology environment.
- Plans and carries out a calendar of events for training users and implementing new applications for the purpose of coordinating with user groups.
- Prepares contracts and invoices for on-line system users.
- Assists with the selection and purchase of hardware and software.
- Develops user manuals for the purpose of providing written reference and/or conveying information.
- Requests quotations for the purpose of providing cost information, purchasing, and securing items.

Minimum Qualifications:

Employment Eligibility:

- Successful candidate must provide proof of employment eligibility and verification of legal right to work in the United States in compliance with the Immigration Reform and Control Act.

Education:

- High School diploma or equivalent.

Experience:

- Experience with school district pupil-personnel and/or finance software.

Information Technology Support Specialist I: Two years of work experience in assisting with the implementation and utilization of on-line network information technology applications.

Information Technology Support Specialist II: Three years of work experience in assisting with the implementation and utilization of on-line network information technology applications.

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Information Technology Support Specialist III: Four years of work experience in assisting with the implementation and utilization of on-line network information technology applications.

Knowledge, Skills, and Abilities:

- Knowledge of basic math including calculation of fractions, percents and/or ratios.
- Knowledge of school district pupil-personnel and/or finance and accounting record keeping.
- Skills to read a variety of manuals and understand multiple-step instructions.
- Skills to write documents following prescribed formats and/or present information before groups.
- Ability to perform multiple non-technical tasks with an occasional need to upgrade skills due to changing job conditions.
- Ability to speak in audible tones so that others may understand clearly in training sessions and other meetings.
- Ability to interpret and implement rules relating to Placer County Office of Education's policies.
- Ability to schedule a number of activities; often gather, collate, and/or classify data; and coordinate a significant number of factors in the use of equipment.
- Ability to work with others under a wide variety of circumstances; analyze data utilizing defined but different processes; and operate equipment using various methods of operation.
- Ability to work with a significant diversity of individuals and/or groups; work with data of different types and/or purposes; and utilize a wide variety of job-related equipment.
- Ability to apply problem solving techniques to analyze issues, create plans of action and reach solutions.
- Ability to establish and maintain cooperative working relationships.

Required Testing:

- None

Certificates & Licenses:

- Must possess a valid California driver's license issued by the State Department of Motor Vehicles.

Clearances:

- Criminal Justice Fingerprint Clearance
- TB Clearance

Work Environment:

- Work is performed under minimal temperature variations, a generally hazard-free environment, and in a clean atmosphere.

Physical Requirements:

- The usual and customary methods of performing the job's functions requires the following physical demands: occasional lifting, carrying, pushing and/or pulling; some climbing and balancing, some stooping, kneeling, crouching; reaching, handling, fingering and/or feeling.
- Manual dexterity to operate a telephone and enter data into a computer.

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- Facility to sit at a desk, conference table or in meetings of various configurations for extended periods of time with or without reasonable accommodation.
- Facility to see and read, with or without visual aids, laws and codes, rules, policies and other printed matter, and computer screens and printouts with or without reasonable accommodation.
- Facility to hear and understand speech at normal room levels and to hear and understand speech on the telephone with or without reasonable accommodation.
- Facility to speak in audible tones so that others may understand clearly in normal conversations, in training sessions, and other meetings with or without reasonable accommodation.
- When applicable, facility to determine and differentiate colors with or without reasonable accommodation.
- When applicable, facility to drive an automobile or to arrange a consistent method of transportation.

Note: This list of essential functions and physical requirements is not exhaustive and may be supplemented as necessary in accordance of the job.

FLSA Status: Non-exempt

Employee Group: Classified

Salary Grade: Information Technology Support Specialist I: 28.5
Information Technology Support Specialist II: 30.5
Information Technology Support Specialist III: 32.5

Reviewed and Approved:

Supervisor:  _____

Date: 8/24/16

Human Resources:  _____

Date: 8/24/16