

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

INFORMATION TECHNOLOGY SYSTEMS & APPLICATIONS SPECIALIST I, II & III

General Purpose:

An Information Technology (IT) Systems & Applications Specialist I, II & III is responsible to the County Superintendent and works under the direct supervision of the designated manager(s). The IT Systems & Applications Specialist I, II & III is responsible for the deployment, management, support, and training of Placer County Office of Education (PCOE) staff on the use of existing and newly implemented systems and applications. Assists in the coordination of efforts by technical staff at PCOE, including project and support processes and works closely with Administration in providing customer service and support as well as troubleshooting for internal and external users of supported systems and applications. Will be competent in a variety of relevant technologies, including Internet applications and mitigation of performance issues, relational databases, customer support strategies, end user training and project management principles.

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

- Works closely with county office staff to resolve complex technical issues, oversees the escalation of those issues, and provides excellent customer service to all stakeholders utilizing systems and applications supported by the information technology department.
- Provides a variety of consultation and support services in the planning, development and implementation of new systems and applications for use internally and externally.
- Responds to service and support requests, maintains documentation, and provides status reporting for systems and applications supported by the information technology department.
- Assists in making recommendations for policy and system improvement as well as product procurement.
- Assists with proper training and assures that documentation is in place for wide-scale deployment of new and existing products and services.
- Assists in the development and delivery of training relative to systems and applications supported by the information technology department.
- Provides updates on relevant topics and trends.
- Coordinates with educational technology staff on workshops and regional events to promote the effective use of systems and applications supported by the information technology department.
- Collaborates with other division and department staff to provide workshops, services, and activities which support operational and instructional systems supported by the information technology department.
- Drives throughout the county/region for business purposes.

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.

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Education:

- A Bachelor's degree in a related field is preferred.

Experience:

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

IT Systems & Applications Specialist I:

- Introductory job related experience with increasing levels of responsibility is required.
- Experience with assisting in implementing and supporting Web Based Applications.
- Experience with assisting with Internet Information Services (IIS).
- Experience with assisting with MS SQL Server.

IT Systems & Applications Specialist II:

- Three (3) years of job related experience comparable to an IT Systems & Applications Specialist I with increasing levels of responsibility is required.
- Experience with implementing and supporting Web Based Applications.
- Experience with Internet Information Services (IIS).
- Experience with MS SQL Server.

IT Systems & Applications Specialist III:

- Five (5) years of job related experience comparable to an IT Systems & Applications Specialist II and the ability to work independently and/or assist others is required.
- Expertise with implementing and supporting Web Based Applications.
- Expertise with Internet Information Services (IIS).
- Expertise with MS SQL Server.

Knowledge, Skills and Abilities:

- Knowledge and understanding of SQL Server, relational databases, and .NET Framework.
- Knowledge of operating systems including at least three of the following: LINUX, Hyper V, Windows Server 2008, 2012, Windows 7, Windows 10, Apple IOS, and Android Technologies.
- Knowledge and understanding of Office 365 and G Suite Products.
- Knowledge of and understanding of LMS & Event Registration Systems.
- Knowledge of telecommunications methods, including Frame Relay, DDS, ISDN, ATM, and FDDI.
- Knowledge of Internet services and applications including cloud computing and storage.
- Knowledge of current technology resources, products and practices that support K-12 classrooms.
- Skills and ability to conceptualize and/or produce professional development materials.
- Ability to assist in the management of communication programs, consult with management on policy decisions, evaluate results, and make recommendations relative to the effective performance of the tasks.

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- Ability to coordinate between technical resources, staff, business and educational stakeholders, and have a through command of technologies, systems, and processes that will be used in achieving project objectives.
- Ability to promote the use of technology including voice, data, and video, facilitating implementation of district mission and goals.
- Ability to coordinate with curriculum and instruction to provide staff development and training activities for staff and volunteers in the area of technology as they relate to systems & applications supported by the information and technology department.
- Ability to provide a variety of consultation and advice in utilization of existing and emerging technologies.
- Ability to effectively manage complex technical projects, including scheduling of implementation steps with testing, piloting, and status reporting.
- Ability to read, interpret, and apply complex technical information from source documents.
- Ability to develop informational material that demonstrates effective communication in both technical and non-technical assistance environments.
- Ability to establish and maintain cooperative working relationships.
- Ability to advance professional development and education of current industry methodologies.

Required Testing:

- Applicants may be tested to ensure competencies required to perform essential functions.

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 in an office or school environment, continuous contract with staff, and representatives of other agencies.

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.
- 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.

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- 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.

FLSA Status: Non-exempt

Employee Group: Classified

Salary Grade: IT Systems & Applications Specialist I: 33.5
IT Systems & Applications Specialist II: 35.5
IT Systems & Applications Specialist III: 37.5

Reviewed and Approved:

Supervisor: _____

Date: _____

Human Resources: _____

Date: _____