



CLASSIFIED
Job Class Description
4270.38

Alpine Union School District

Equal Employment Opportunity

TECHNOLOGY RESOURCE SPECIALIST

DIVISION: Office of Superintendent

SALARY SCHEDULE: Classified
LEVEL: Range 29

REPORTS TO: Superintendent

DATES CURRENT JOB DESCRIPTION APPROVED:
Board of Trustees effective:.....

PURPOSE:

Under the general direction of the Superintendent, the Technology Resource Specialist ensures implementation and maintenance of major technology initiatives District-wide, including: the design, installation, repair and maintenance of networked computer systems and server connection to the internet; the training of, and assistance to, teachers, administration, support staff and students in the use of District-approved networked hardware and software; the reliability, security and maintenance of local area network cabling and wireless connectivity; and evaluating software and hardware needs throughout the district including making recommendations to site principals and other administrators regarding design, acquisition and installation of system upgrades and initiatives. Incumbents in this classification provide students, staff and the public with reliably functioning instructional and administrative/school business-related technology which directly supports student learning.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

(Note: These examples are intended only as illustrations of the various types of work performed in positions allocated to this class. The examples of work performed are neither restricted to nor all-encompassing of the duties to be performed under this job title.)

- Provides technical assistance to the District by serving as technology resource including providing technology workshops, staff training in use of technology tools, and one-on-one help.
- Provides district-wide and site-specific help desk service to troubleshoot technology hardware and software issues.
- Installs, configures and maintains computer operating systems using appropriate imaging systems and procedures.

Job Class Title: Technology Resource Specialist

Updated 11/2019

Previous job class approval/revision dates: 11/10/1999; 08/21/2014

Page 1 of 3

- Installs, configures and troubleshoots hardware and software issues on District equipment.
- Maintains, adjusts, upgrades and repairs district technology hardware and software.
- Maintains updated knowledge of all aspects relating to wide area and local area networks.
- Resolves and manages network connectivity problems.
- Manages the planning, installation and maintenance of security cameras.
- Manages E-rate process and submission of required information to appropriate entities to maintain eligibility for E-rate subsidies.
- Optimizes network at different school sites including VLAN management, subnet planning, switch and router management.
- Troubleshoots issues related to all District computer and data communication equipment.
- Maintains, services or makes recommendations regarding the maintenance/repair of computers, laptops, tablets and peripheral equipment including printers, projection devices, and interactive devices.
- Maintains accurate service and inventory records of servers, computers, laptops, tablets and peripheral equipment including printers, projection devices, and interactive devices; report updates monthly to the designated District administrators.
- Maintains accurate and up-to-date inventories of digital devices, computers, servers, and all other network equipment (wired and wireless) throughout the District.
- Communicates with vendors for support and repair of District computer equipment.
- Recommends, maintains and monitors security policies for users and groups.
- Monitor and manage Google Apps through admin portal and user management using GAM.
- Provides support for data management on the following systems: Synergy, SEIS and CALPADS as well as downloading or interfacing with student/parent information to other communication systems such as Blackboard Connect Ed or the Parent Online payment system. Researching and evaluating computer network software and hardware for use in local area networks (LAN).
- Communicates through District email service and other electronic communications.
- Performs other duties related to the class as assigned.

QUALIFICATIONS /REQUIREMENTS:

(At time of application.)

KNOWLEDGE OF:

- Computer operating systems and networking environment.
- An understanding of networking (IP Addressing, DHCP, DNS, and basic network troubleshooting).
- Knowledge of tools, equipment, practices, and methods of installing, maintaining, repairing and adjusting computer hardware, software, operating system languages, and peripheral devices.

ABILITY TO:

- Repair, maintain, and install a wide variety of servers and computers and peripheral equipment.
- Design and maintain a wireless network infrastructure.
- Provide training and technical support to users.
- Learn and effectively use/apply software specific to District needs.

Job Class Title: Technology Resource Specialist

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Page 2 of 3

- Maintain records and files.
- Schedule and perform work to meet established time lines.
- Work independently with a minimal amount of supervision.
- Understand and carry out oral and written instructions.
- Establish and maintain effective working relationships with students, staff and the community.
- Communicate effectively, professionally and respectfully with a diversity of individuals and/or groups.
- Follow department and District policies and procedures while working autonomously in a fast-paced environment supporting technology systems.

EDUCATION/EXPERIENCE AND OTHER QUALIFICATIONS:

Training and Experience:

Three years of full-time, paid experience in the installation, maintenance and repair of computer hardware and software including at least one year maintaining local area networks, servers, cabling, wireless access, and security protocols to safeguard against data breaches of confidential information.

Licenses and Certificates:

Possess and maintain a valid California Driver's License.

WORK ENVIRONMENT/PHYSICAL DEMANDS:

(Must be performed with or without reasonable accommodations)

Good physical condition as determined by pre-employment inquiries and medical examination.

Some climbing and balancing.

Frequent stooping, kneeling, crouching, and/or crawling.

Significant fine finger dexterity.

Ability to maintain excellent hearing.

Ability to maintain excellent vision, depth perception, color vision/distinguish shades, and to see small details for long distances.

Lift and move/push/pull computers and other equipment weighing up to 50 pounds.

Temperature variations and some hazardous conditions related to maintenance and repair of electrically powered technology equipment such as servers, computers, routers, etc.