

## **PENN VALLEY UNION ELEMENTARY SCHOOL DISTRICT**

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www.pvuesd.org



<b>JOB TITLE</b>	: Technology Support Specialist
<b>Job Classification</b>	: Range 8 – Classified Salary Schedule
<b>Months</b>	: 12 Months
<b>Basic Function</b>	: Provides end-user technology support and maintenance of the District's technology systems and peripherals; troubleshoots and resolves desktop, peripheral, and basic networking problems.
<b>Distinguishing Characteristics</b>	: Employees in this classification receive general supervision within an established framework of standard policies and procedures. Performance of these responsibilities requires accuracy, attention to details, discretion, good communication skills, and sound judgment.
<b>Supervision</b>	: Site or District Administrator

### **Essential Duties and Responsibilities:**

1. Installs, configures, maintains, upgrades, and troubleshoots district approved operating systems and local and server-based application software.
2. Installs, configures, maintains, upgrades, troubleshoots, and repairs district approved servers, computers, peripherals, and other technology related devices and equipment.
3. Services, cleans, re-configures and re-purposes equipment as needed.
4. Maintains and assigns IT work orders to technology support staff.
5. Contacts approved vendors for technology needs.
6. Completes all necessary processes for purchasing technology equipment.
7. Provides support of warranty repair activities.
8. Performs work related assignments at various district sites remotely and on site.
9. Provides technology support to all staff including District Office, handling inquiries and making referrals to specialists when appropriate.
10. Provide training for district computer users and maintains updates for District approved Technology Student Handbook.
11. Participates in staff meetings, workshops, conferences, and classes.
12. Enroll staff and students into all district approved curricular programs and websites.
13. Provide monthly board report of tasks completed.
14. Manage and inventory hardware, tracking location of equipment and surplus unnecessary equipment.
15. Manage wireless environment and devices.
16. Provide assistance to ISP provider for troubleshooting networking issues.
17. Support staff with the use and maintenance of all District web pages.
18. Work with District Office staff to provide input on infra-structure needs for all sites and the District Office.

19. Update and manage schools and/or District websites as needed
20. Other duties as assigned.

### **Physical Requirements**

Employees in this position must have the ability to:

1. Stand, walk, use hands and fingers to handle or feel objects and talk or hear.
2. Sit for extended periods and frequently squat, bend, stoop, kneel, climb stairs, reach forward and overhead, and push/pull items such as desks, tables or chairs.
3. See and read a computer screen and printed matter with or without vision aids.
4. Hear and understand speech at normal indoor levels, outdoors and on the telephone.
5. Speak in audible tones so that others may understand clearly inside, outdoors and on the telephone.
6. Exhibit manual dexterity to dial a telephone, to enter data into a computer, and to perform assigned tasks using both hands.
7. Lift up to 25 pounds to shoulder height and carry objects weighing over 15 pounds.
8. Maintain physical, mental, and emotional stamina to endure work hours under sometimes stressful conditions and constant interruptions.

### **Work Environment**

Employees in this position will normally perform work in an office environment and come in direct and frequent contact with students, staff, and the public.

### **Required Education and Experience**

1. High School diploma or general education degree (GED) required, AA or equivalent in Computer Science, Information Technology or related field preferred.
2. Two years of experience in K-12 or other educational environments preferred.
3. Various industry recognized professional certifications such as Microsoft, Apple, Google etc. preferred.
4. Understanding of computer operations in both hardware and operating system software.
5. Valid Driver's License, Criminal Justice Fingerprint Clearance, TB Clearance
6. Possession of valid First Aid/CPR Certification
7. Knowledge of protocol for blood borne pathogens.

### **Desired Qualifications**

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform essential functions.

1. Work independently, use initiative, and prioritize and coordinate work flow to meet established deadlines.
2. Establish, organize, and maintain accurate filing and record keeping systems including a computer data base.
3. Ability to operate a computer and related software.
4. Ability to communicate clearly and concisely, both orally and in writing.
5. Ability to read and interpret documents such as operating and maintenance instructions, and procedure manuals.

6. Ability to independently problem solve unique student and employer situations. Ability to understand and carry out detailed written and oral instructions.
7. Maintain the confidentiality and security of sensitive information and files.
8. Establish and maintain cooperative and effective work relationships with those contacted in the performance of required duties including students, co-workers, staff, supervisors, and the public.
9. Understand, be sensitive to and respect the diverse academic, socio-economic, ethnic, religious, and cultural backgrounds, and disabilities of students, teachers, administrators, and staff.
10. Maintain consistent, punctual and regular attendance.
11. Quickly learn and be able to coordinate multiple tasks.
12. Be a well-organized, logical thinker.
13. Meet and maintain the physical requirements necessary to perform assigned job duties in a safe and effective manner.

The information contained in this job description is for compliance with the American Disabilities Act (A.D.A.) and is not an exhaustive list of the duties performed for this position. Additional duties are performed by the individuals in this position and additional duties may be assigned.

PVUESD is an Equal Opportunity Employer and does not discriminate on the basis of race, color, national origin, religion, sex, disability, age, medical condition (cancer-related), ancestry, marital status, citizenship, sexual orientation, or status as a Vietnam-era veteran or special disabled veteran. The District prohibits sexual harassment. Inquiries regarding the District's nondiscrimination policies may be directed to the Superintendent or his designee.

At time of employment, the employee will be required to sign a copy of their job description for their personnel file.

I have received a copy of this job description.

\_\_\_\_\_  
Employee Signature

\_\_\_\_\_  
Date

Board Approved (ACERS): December 5, 2017

Board Approved (CSEA): January 17, 2018

Board Approved Update: October 1, 2019

Board Approved Update: January 13, 2021