

DEL MAR UNION SCHOOL DISTRICT

CLASS TITLE: TECHNOLOGY SYSTEMS SPECIALIST

BASIC FUNCTION:

Under the direction of the Chief Technology Officer, perform a variety of duties in the analysis, design, programming, testing, implementation, repair and maintenance of the district's communication support systems. Install, troubleshoot and repair computers, printers and other related peripherals.

REPRESENTATIVE DUTIES:

- Provide direct support for school and district staff, DMUSD families, and consultants.
- Answer telephones; send and receive emails; respond to inquiries and provide technical support to District personnel regarding technology.
- Provide technical assistance to staff regarding hardware, software, configurations, limitations, processes, and procedures.
- Identify problem sources to resolve hardware and software failures and malfunctions.
- Perform setup, configuration, and installation of computers, peripherals, and applications software and hardware for users.
- Independently identifies, prioritizes and resolves technical issues related to hardware, software, networking, telecommunication, phone systems and peripherals.
- Maintains a record of issues and resolutions via the technology departments work order system.
- Install, configure and maintain a variety of complex, multi-vendor solutions that provide network connectivity including: ethernet/video cabling, firewalls, data switches, routers, phone switching equipment and related endpoints.
- Install, configure and maintain the districts wireless network.
- Monitor and troubleshoot the districts communication networks.
- Coordinate with technology vendors' support, repairs and installation as needed.
- Assist in the design and specifications of solutions to support the district's communication systems.
- Maintain inventories of hardware, software and peripherals as required by the district. Maintain documentation of telecommunication systems. Provide end-user instructions for operation of telecommunication systems as needed.
- Prepare progress reports and apprise management of issues or unexpected outages.
- Act as a technical resource to the Technology Department.
- Perform related duties as assigned.

KNOWLEDGE AND ABILITIES:

KNOWLEDGE OF:

- Macintosh and PC operating systems and their uses.
- Configuration and maintenance of Macintosh and PC computer and related peripherals.
- Troubleshooting techniques.

- CAT-5, CAT-5e, CCTV cabling and termination.
- Local and wide area networks (LAN/WAN).
- T1 and OPT-E-MAN circuitry.
- Cisco Switching and routing equipment.
- Cisco Firewalls and other security related products.
- Cisco Call Manager.
- Octel and Unity Connection voice mail systems.
- Virtual Private Networks (VLAN's).
- Wireless controllers and access-points.
- PBX diagnostics, repair and programming.

ABILITY TO:

- Rapidly learn and use new technologies.
- Use tools and advanced electronic analysis equipment.
- Program various PBX, Octel and Unity solutions.
- Independently analyze problems and implement solutions.
- Provide analytical and technical direction and decisions.
- Evaluate and prepare reports on new technologies.
- Develop cost efficient, auditable, and secure systems.
- Work in a team development environment.
- Meet schedules and time lines.
- Work effectively under pressure.
- Work with minimum direction.
- Communicate effectively orally and in writing.
- Understand and follow oral and written directions.
- Learn the procedures, functions and limitations of assigned duties.
- Establish and maintain cooperative relationships.

EDUCATION AND EXPERIENCE:

Any combination of education, experience, and/or training equivalent to graduation from a recognized college or university with an Associate's Degree in a computer technology related field and three years of recent, progressively responsible experience in computer repair and telecommunication systems.

LICENSES AND OTHER REQUIREMENTS:

- Valid California driver's license.
- A+ (desired).
- Cisco Certified Network Associate-CCNA (desired).
- Apple Certified Macintosh Technician-ACMT (desired).

WORKING CONDITIONS:

ENVIRONMENT:

- Indoor environment.
- Outdoor (minimal).
- Travel between school locations.

PHYSICAL DEMANDS:

- Hearing and speaking to exchange information.
- Seeing to perform assigned duties.
- Sitting or standing for extended periods of time.
- Dexterity of hands and fingers to operate specialized equipment.
- Kneeling, bending at the waist, and reaching overhead, above the shoulders and horizontally, to retrieve and store files and supplies.
- Lifting, carrying, pushing, and pulling objects up to 25 lbs.
- Climbing ladders.

HAZARDS:

- Working at heights (ladder) inside or outside.
- Electrical Power supply and low voltage equipment.
- Working in cramped areas with limited ventilation.

SALARY:

Placement on the Classified Salary Schedule on Range 38.