SAN DIEGO UNIFIED SCHOOL DISTRICT

POSITION DESCRIPTION

<table>
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<tr>
<th>TITLE:</th>
<th>REPORTS TO:</th>
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<tr>
<td>Integrated Technology Support Specialist I</td>
<td>Assigned Supervisor</td>
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<tr>
<th>DEPARTMENT:</th>
<th>CLASSIFICATION:</th>
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<tr>
<td>Integrated Technology</td>
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<tr>
<th>FLSA:</th>
<th>SALARY GRADE:</th>
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<tr>
<td>Non-Exempt</td>
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<th>ISSUED:</th>
<th>OTBS</th>
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<tr>
<td>December 17, 2019</td>
<td>OTBS</td>
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**BASIC FUNCTION:**

Provide initial technical support services through remote, phone and/or in person to end users with issues regarding software, hardware and networks; analyze and provide solutions to complex and routine problems.

**REPRESENTATIVE DUTIES:** (Incumbents may perform any combination of the essential functions shown below. This position description is not intended to be an exhaustive list of all duties, knowledge, or abilities associated with this classification, but is intended to accurately reflect the principal job elements.)

**E = Essential Functions**

Receive and log calls into the HelpDesk tracking system from school sites and central offices regarding software and hardware problems. **E**

Provide initial problem identification, problem analysis, and possible solutions to routine problems. **E**

Provide customers with good service and follow-up on their technology problems; communicate progress in a timely manner while adhering to department service level agreements. **E**

Communicate with users individually and/or district wide regarding problem status, system status, production schedules and timelines, and changes to procedures. **E**

Work with users, analyst staff, and management to document details of complex problems. **E**

Provide initial troubleshooting and resolution of problems related to systems software features and procedures and their application by the user including local and enterprise application software, and operating systems. **E**

Provide initial troubleshooting and resolution of problems related to system hardware that may include complex equipment in a multi-vendor environment, including Windows and Apple computers/tablets, Chrome devices, printers/multi-function devices (MFD), document cameras and other peripherals. **E**

Maintain working knowledge to isolate/provide initial troubleshooting and resolution of problems related to device connectivity (LAN/WAN). **E**

Maintain skill levels appropriate to support more complex communications and problem analysis. **E**
Test solutions to ensure that problems are corrected; assist in the identification, change, and enhancement of system software and system procedures and test all changes prior to release to users. E

Perform basic network and server administration maintenance tasks such as password resets, and printer queue setup. E

Deploy to school sites or central offices to provide technical support, hardware repair, or training under the guidance of an Integrated Technology (IT) Support Specialist II /III and directed by management. E

Track and maintain district computing devices in centralized asset management database. E

Keep abreast of new technologies and products K-12 classroom and business/front office technology fields. E

Perform related duties as assigned.

MINIMUM QUALIFICATIONS:

EDUCATION AND EXPERIENCE:
Any combination of training, experience, and/or education equivalent to graduation from high school and three years of computer-related customer support experience. A+, Network+, Cisco or other Microsoft Specialist/Engineer certifications are desirable.

LICENSES AND OTHER REQUIREMENTS:
Possession of a valid California driver’s license and availability of a vehicle capable of occasionally transporting computers, and similar related equipment (mileage expense allowance provided).

KNOWLEDGE AND ABILITIES:

KNOWLEDGE OF:
Computer software, hardware, and networking concepts.
Technical aspects of field of specialty.
Interpersonal skills using tact, patience and courtesy.
Basic copyright laws.
Oral and written English communication skills.

ABILITY TO:
Analyze and solve complex technical problems.
Make sound recommendations and exercise good judgment.
Operate standard office equipment including computers and related software applications.
Utilize systems management software to perform remote control, patch management and software distribution.
Continuously improve job skills through formal training, informal or indirect training from other staff, on the job training, etc.
Establish and maintain effective working relationships with others.
Plan and organize work.
Meet schedules and time lines.
Maintain records.
Read, apply, and explain rules, regulations, policies, and procedures.
WORKING CONDITIONS:

ENVIRONMENT:
Indoor, office or classroom setting.

PHYSICAL REQUIREMENTS:
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 a computer keyboard and other office equipment; kneeling, bending at the waist, and reaching overhead, above the shoulders and horizontally, to retrieve and store files and supplies; lifting moderate objects.

NOTE: An incumbent in the job class of Integrated Technology Support Specialist I may be promoted to the next higher job class of Integrated Technology Support Specialist II upon certification by the section manager and approval by the department head that the incumbent meets the minimum qualifications listed on the current class description of the higher job class and is regularly performing a majority of the higher-level duties.

DISTINGUISHING CHARACTERISTICS:

An Integrated Technology Support Specialist I is an entry-level technology job classification. This job class is distinguished from the higher level Integrated Technology Support Specialist II and III in that the incumbent provides initial technical support services to end users with issues regarding software, hardware and networks; analyzes and provides solutions to complex and routine problems.

An Integrated Technology Support Specialist II performs more specialized, independent technical support of various components found in interactive technology classroom environments and central/school offices, in addition to performing similar technical support services as the Integrated Technology Support Specialist I.

An Integrated Technology Support Specialist III performs very specialized technical support, advanced trouble-shooting, and enterprise-wide administration of all district issued hardware and software, in addition to performing similar technical support services as the Integrated Technology Support Specialist II.

Job Code 6754