

**SAN DIEGO UNIFIED SCHOOL DISTRICT
POSITION DESCRIPTION**

TITLE:	Information Technology Operations Computer Systems Specialist	REPORTS TO:	Assigned Supervisor
DEPARTMENT:	Information Technology	CLASSIFICATION:	Classified
FLSA:	Non-Exempt	SALARY:	042 OTBS
ISSUED:	December 10, 2002		

BASIC FUNCTION:

Operate and monitor all computer systems, data communication networks, and related peripheral equipment for a designated shift; identify causes of client-server and/or network malfunctions and either solve the problem or refer the problem to the next-higher level of support.

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

Monitor and operate computers, computer peripherals, and data communication network components. **E**

Report on current usage and trends. **E**

Take corrective action when problems occur. **E**

Provide customer support for trouble calls on client server systems, and data communication network. **E**

Review run instruction sheets and determine appropriate job and equipment setup in accordance with daily schedules. **E**

Confer with technical personnel regarding operational and application changes. **E**

Maintain computer system documentation and operational records. **E**

Participate with technical staff to plan and implement operational changes to computers and networks. **E**

Review current operational status with others before and after breaks and at beginning and end of assigned work day. **E**

Perform computer room environmental preventative maintenance on assigned areas and equipment. **E**

May lift supplies, forms, and equipment weighing up to 75 pounds and rearrange cables and furniture to accommodate operational needs.

Perform related duties as assigned.

MINIMUM QUALIFICATIONS:

EDUCATION AND EXPERIENCE:

Any combination of training, experience, and/or education equivalent to graduation from high school, supplemented by satisfactory completion of recognized training courses in computer systems, data communication theory and troubleshooting and advanced network administration, or by demonstrating such proficiency by passing industry-recognized tests and three years of progressively responsible assignments in the control and operation of both large and small scale computer systems and local area and wide area network (LANS/WANS). Experience specific to the district's current hardware and software environment or equivalent is required.

LICENSES AND OTHER REQUIREMENTS:

Possession of a valid California driver's license and availability of private transportation (mileage expense allowance provided).

KNOWLEDGE AND ABILITIES:

KNOWLEDGE OF:

Operation and operating techniques of modern, medium-to-large scale, high speed digital computers, network systems, and related equipment and software.

Microcomputer operating server systems (i.e., NT, Novell, and UNIX), job entry systems, tape management systems, restart monitoring systems.

Personal computer (PCs) operating systems.

Data communications and telecommunications principles, distributed networking procedures, modems, printers, and video display configurations.

Network troubleshooting software tools.

Basic application scripting.

ABILITY TO:

Interpret technical data and specifications and communicate effectively with non-technical staff both orally and in writing.

Establish and maintain effective working relationships with district staff and vendors.

WORKING CONDITIONS:

ENVIRONMENT:

Work is typically performed in an indoor setting; exposure to noise on a continual basis in an air-conditioned environment.

PHYSICAL ABILITIES:

Hearing and speaking to exchange information; seeing to read, prepare, and proofread documents; 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; the ability to lift up to 75 pounds.