San Dieguito Union High School District
PERSONNEL COMMISSION

Regular Meeting Agenda

3:30 P.M., October 15, 2019
710 Encinitas Blvd., Encinitas CA 92024
San Dieguito Union High School District Office – Large Board Room

REGULAR MEETING/OPEN SESSION

1. Call to Order .... Commission Chair

2. Pledge of Allegiance

3. Approval of the Agenda for the October 15, 2019, Personnel Commission Regular Meeting.

   Motion by _____, second by _____, to approve the agenda for the October 15, 2019 Personnel Commission Regular Meeting.

4. Approval of the Minutes for the September 10, 2019 Personnel Commission Regular Meeting.

   Motion by_____, second by_____, to approve the minutes for the September 10, 2019 Personnel Commission Regular Meeting.

ACTION ITEMS (See Supplements)

5. ELIGIBILITY LISTS TO BE APPROVED
   A. Motion by _____, second by _____, to approve an Eligibility List for INSTRUCTIONAL ASSISTANT SpEd Behavior Intervention - SR-36, Open/Promotional, eligibility from 9/11/19.
   B. Motion by _____, second by _____, to approve an Eligibility List for INSTRUCTIONAL ASSISTANT SpEd Non-Severe - SR-34, Open/Promotional-Dual Certification, eligibility from 9/12/19.
   C. Motion by _____, second by _____, to approve an Eligibility List for INSTRUCTIONAL ASSISTANT SpEd Severe - SR-36, Open/Promotional, eligibility from 9/12/19.

6. ELIGIBILITY LISTS TO BE ESTABLISHED
   A. Motion by _____, second by _____, to establish an Eligibility List for Grounds Supervisor - Supervisory Salary Range 6, Open/Promotional, six months eligibility.
   B. Motion by _____, second by _____, to establish an Eligibility List for School Plant Supervisor – High School, SR 41, Promotional Only, six months eligibility.
   C. Motion by _____, second by _____, to establish an Eligibility List for Computer Support Technician, SR 51, Open/Promotional-Dual Certification, six months eligibility.

7. CLASSIFICIATION REVIEW
   A. Computer Support Technician
      1. Motion by _____, second by _____, to retitle the classification of Computer Support Technician to Information Technology (IT) Support Technician.

2. Motion by _____, second by _____, to revise the class description of Computer Support Technician/newly titled Information Technology (IT) Support Technician as proposed.

DISCUSSION/INFORMATION ITEMS (See Supplements)

8. STAFF COMMENTS ON PERSONNEL ACTIVITIES
   A. Vacancy Report
   B. Personnel List Report
   C. Other

9. CORRESPONDENCE

10. PUBLIC COMMENTS
    The Public Comments Section of the meeting provides the opportunity for individuals to address items that are not on the agenda. In accordance with the Brown Act, Personnel Commissioners may not engage in a discussion of non-agenda items or issues raised during public comments except to 1) acknowledge receipt of the information, 2) refer to staff for further study, or 3) refer the matter to the next agenda.

    A. California School Employees Association
    B. San Dieguito Union High School District
    C. Public

11. NEXT PERSONNEL COMMISSION MEETING
    The next regular meeting of the Personnel Commission is scheduled for Tuesday, November 12, 2019, at 3:30 P.M. in the San Dieguito UHSD Board Room, 710 Encinitas Blvd., Encinitas, CA 92024.

12. CLOSED SESSION – Evaluation of Director

13. ADJOURNMENT

San Dieguito Union High School District
PERSONNEL COMMISSION

Regular Meeting Minutes

3:30 P.M., September 10, 2019
710 Encinitas Blvd., Encinitas, CA 92024
San Dieguito Union High School District Office - Board Room

REGULAR MEETING/OPEN SESSION

1. CALL TO ORDER
   The meeting was called to order at 3:34 p.m. by JOHN BAIRD.

2. PLEDGE OF ALLEGIANCE
   Commissioner Baird led the pledge of allegiance.

   Members in Attendance
   John Baird
   Jeff Charles
   Justin Cunningham

   Staff in Attendance
   Susan Dixon, Director
   Kathy Potter, Human Resources Technician

   Guests
   Carmen Blum
   Matt Colwell
   Tina Douglas
   Sheila Graciano
   Debbie Johnson
   Margy Lara
   Tina Peterson

3. APPROVAL OF THE AGENDA FOR THE SEPTEMBER 10, 2019, PERSONNEL COMMISSION REGULAR MEETING.
   It was moved by JUSTIN CUNNINGHAM seconded by JEFF CHARLES, to approve the agenda for the September 10, 2019, Personnel Commission Regular Meeting.
   Passed unanimously with 3 Ayes

4. APPROVAL OF THE MINUTES FOR THE AUGUST 13, 2019, PERSONNEL COMMISSION REGULAR MEETING.
   It was moved by JEFF CHARLES, seconded by JUSTIN CUNNINGHAM, to approve the minutes for the August 13, Personnel Commission Regular Meeting.
   Passed unanimously with 3 Ayes

ACTION ITEMS

5. ELIGIBILITY LISTS TO BE APPROVED
   A. It was moved by JUSTIN CUNNINGHAM, seconded by JEFF CHARLES, to approve an Eligibility List for OCCUPATIONAL THERAPIST SR-60, Open/Promotional- Dual Certification, six months eligibility from 7/11/19.
      Passed with 3 Ayes

B. It was moved by JEFF CHARLES, seconded by JUSTIN CUNNINGHAM, to extend an Eligibility List for HEALTH TECHNICIAN, SR-35, Open/Promotional-Dual Certification, eligibility extended to 9/11/19.
Passed with 3 Ayes

C. It was moved by JUSTIN CUNNINGHAM, seconded by JEFF CHARLES, to approve an Eligibility List for INSTRUCTIONAL ASSISTANT-BILINGUAL, SR-31, Open/Promotional-Dual Certification, six months eligibility from 9/05/19.
Passed with 3 Ayes

6, APPROVAL OF ANNUAL REPORT
It was moved by JEFF CHARLES, seconded by JUSTIN CUNNINGHAM, to APPROVE THE 2018-19 Annual Report of the Personnel Commission for submission to the Board of Trustees.
Commissioner Charles commented on the nice formatting of the annual report as an historical document. Director Dixon applauded Barbara Bass on her efforts to supply data in preparation of this report.
Passed with 3 Ayes

7. CLASSIFICATION REVIEW
A. Grounds and Custodial Supervisor
This item was presented to reestablish former classifications to enable the District to staff both a Grounds Supervisor and Custodial Supervisor II in lieu of a Grounds and Custodial Supervisor.
1. It was moved by JUSTIN CUNNINGHAM, seconded by JEFF CHARLES, to reestablish the classification of Custodial Supervisor II.
2. It was moved by JEFF CHARLES, seconded by JUSTIN CUNNINGHAM, to recommend to the governing board restoration of the Custodial Supervisor II classification to Range 6 of the Supervisory Salary Schedule.
3. It was moved by JUSTIN CUNNINGHAM, seconded by JEFF CHARLES, to reestablish the classification of Grounds Supervisor.
4. It was moved by JEFF CHARLES, seconded by JUSTIN CUNNINGHAM, to recommend to the governing board restoration of the Grounds Supervisor classification to Range 6 of the Supervisory Salary Schedule.
Carmen Blum spoke to the separation of departments (Custodial and Grounds) and is glad they are being separated. She believes this is one step in the right direction and hopes additional changes can be made (e.g. use of technology, annual notifications). Director Dixon explained that this reverts to the 2006 organization of the department.
All passed unanimously with 3 Ayes.

DISCUSSION/INFORMATION ITEMS (See Supplements)

8. STAFF COMMENTS ON PERSONNEL ACTIVITIES
A. Vacancy Report –
B. Personnel List Report –
C. Other- Director Dixon asked which Commissioner will lead the evaluation process for her so forms can be properly distributed. Commissioner Baird will lead.

9. CORRESPONDENCE - None

10. PUBLIC COMMENTS
The Public Comments Section of the meeting provides the opportunity for individuals to address items that are not on the agenda. In accordance with the Brown Act, Personnel Commissioners may not engage in a discussion of non-agenda items or issues raised during public comments except to 1)

acknowledge receipt of the information, 2) refer to staff for further study, or 3) refer the matter to the next agenda.

A. California School Employees Association – Commissioner Baird is being reappointed for another three year term as the CSEA appointee, which will go to the Board in October.

B. San Dieguito Union High School District – Tina Peterson thanked all for their efforts to fill positions for the start of the school year.

C. Public - None

11. NEXT PERSONNEL COMMISSION MEETING
The next regular meeting of the Personnel Commission is scheduled for Tuesday, October 15, 2019, at 3:30 P.M. at San Dieguito UHSD office, 710 Encinitas Boulevard, Encinitas, CA 92024.

12. ADJOURNED – 4:18 PM

*Effective: 5-24-19

Instr Assistant   ***Expiration: 11-24-19**
Sp Ed-BI   **Effective: 9/12/19**
Expiration: 3/12/20

Promo

Rank	Applicant ID
1	2827025*
2	1411893
3	4374458
4	1694340*

Open

Rank	Applicant ID
1	2691281
2	3908810*
2	4492047
3	4496183
4	4437750

S. Dixon

Instructional Assistant Special Education Non-Severe

Applicant ID	Rank
3070098	1
4483729	2
2867275	2*
1650788	3*
4496183	4
2951408	5*
4488276	6*
2890328	7
3704671	8
2387690	9
3582250	10*

S. Dixon

San Dieguito Union High School District
Personnel Commission
Eligibility List   ***Eff: 4/3/19**
Open/Promotional   ***Exp: 10/3/19**
**Eff: 7-25-19
**Exp: 1-25-20
Eff: 9/12/19
Exp: 3/12/20

Instr Asst SpEd-Severe

	Rank	Applicant ID
Open	1	2867275**
	2	4496183
	3	3919157*
	4	3704671
	5	2387690

S. Dixon

San Dieguito
Union High School District

710 Encinitas Boulevard, Encinitas, CA 92024
Telephone (760) 753-6491
Fax (760) 943-3522
www.sduhsd.net

Classification Review Report

Classification	Computer Support Technician
Classification Type	Classified
Salary Range	51
Prepared By	Susan Dixon, Director Classified Personnel
Submission to Classification Advisory Committee	September 24, 2019
Submission to Personnel Commission	October 15, 2019
Agenda Item	Job Description Update

Background Information

The District has approved adding two additional positions to the Technology Services Department. The duties intended for these two assignments are consistent with the essential functions of the already existing classification of Computer Support Technician. For example, the incumbents would support the 10,000 Chromebooks the District has added to its inventory.

This same job description update was presented to the Personnel Commission in 2016 when the District was planning to add a position to the Technology Services Department. The description had not been updated since July of 2003 and PC staff wanted to present as accurate a view of the assignment and qualifications as possible to applicants. The report was presented to the PC in September of 2016 where, at the request of the Commission, it was tabled so that additional information could be gathered. When it was brought back the following month, the Commission did not approve the revisions to the job description and voiced concerns about staffing the classification again given that positions in this classification were eliminated in 2012.

In anticipation of a recruitment, PC staff is bringing the previously submitted job description update back to the commission so it can be approved prior to posting the recruitment. The Director of Information Technology has reviewed the updated description from 2016 and has not made any additional revisions.

The classification supports computer hardware and software, systems and network-connected multimedia and peripherals. The proposed revisions to the job description include: updates to IT terminology, the broader description of IT devices, and a more comprehensive description of knowledge and abilities required for this assignment. An additional revision to the description is the Working Environment section has been updated to align

with standards recommended by the JPA of San Diego County Office of Education. Furthermore, it is recommended that the title of Computer Support Technician be revised to Information Technology (IT) Support Technician to reflect the current terminology used in the marketplace for this job role.

Sources of Information

Joel Van Hooser, Director of Information Technology
Joint Powers Authority, San Diego County Office of Education
Comparable districts in San Diego County, San Diego County Office of Education, and Mira Costa College
Marketplace job title research through Indeed, the top job search site worldwide

Salary Compensation Review
Based on the information below, there is no recommendation for salary reallocation.

District	Salary Range	Job Title	Minimum	Maximum
Carlsbad USD	28	Computer Technician	$51,522	$62,650
Escondido UHSD	41	Network Support Technician	$51,039	$68,398
Grossmont UHSD	58	Microcomputer Technician	$62,135	$79,142
Sweetwater UHSD	66	Information Technology Support Technician	$61,860	$76,116
Vista USD	59	Systems Support Technician	$54,711	$73,580
		Average	$56,253	$71,977

SDUHSD	51	IT Support Technician (previously Computer Support Technician)	$57,256	$76,948

Recommendations

Retitle the classification from Computer Support Technician to Information Technology (IT) Support Technician. Revise the class description as proposed.

Vote by Committee Members:

Vote	Member	Vote	Member
Yes	Matt Colwell, CSEA	Absent	Dan Love, Admin
Yes	Debbie Johnson, CSEA	Yes	Marley Nelms, Admin
Yes	Margy Lara, CSEA	Yes	Tina Peterson, Admin

~~COMPUTER~~ INFORMATION TECHNOLOGY (IT) SUPPORT TECHNICIAN

~~OVERALL~~ JOB SUMMARY ~~PURPOSE STATEMENT~~

~~Under the direction of the Director of Technology Services, the job of Computer Support Technician is done for the purposes of ensuring the availability and proper operations of computer services and systems; providing required information for future reference and/or requirements of outside agencies; providing assistance on the proper operation of systems and services; ensuring the completion of projects in a timely manner and according to application requirements; and orienting and training non-technical users of the system; and providing assistance and advise on applying their computer resources efficiently to their work assignments.~~

Under the direction of the Director of Information Technology, the Information Technology (IT) Support Technician performs a variety of technical duties involved in the installation, configuration, maintenance, troubleshooting, diagnosis and repair of computer hardware, software, systems and network-connected and multimedia peripherals.

~~DISTINGUISHING CHARACTERISTICS~~

~~This job is distinguished from similar jobs by the following characteristics: The Computer Information Technology (IT) Support Technician is responsible for the installation, basic configuration, maintenance, troubleshooting, diagnosis and repair of computer hardware, software, systems and network-connected multimedia and peripherals. s for both Intel-based and Macintosh-based installed technology. This includes knowledge of operating tools and advanced electronic hardware and software analysis equipment for diagnosing, repairing and resolving hardware and software problems on individual workstations and peripheral equipment as well as network systems. The Network Technician plans, designs, configures and maintains security of networks and serves as a technical resource for the Computer Information Technology (IT) Support Technician. The Network Analyst plans, designs, installs and maintains the District's wide area network and Internet access; serves as a resource for all technicians; and may provide leadership and oversight of technicians' assignments related to network connectivity.~~

ESSENTIAL FUNCTIONS

- Provides technical support ~~for the purpose of assisting~~ to users with computer hardware and software problems and in the proper operation~~s~~ of services and systems.

- ~~•~~ Diagnoses~~/~~ and repairs ~~the most efficient and cost-effective modes for repair and maintenance of~~ computer~~s~~ hardware and software. ~~for the purpose of ensuring the availability and proper operation of hardware, software and network services and systems.~~

- ~~Sets-up/configures/maintains hard disks, directory structures,~~ Receives, unpacks, inventories, and physically installs and connects various plugs and wires for network-connected and multimedia peripherals. ~~systems, back up systems for the purpose of ensuring continued systems functioning and maintaining data integrity and retrieval.~~

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- ~~Instructs~~Trains~~/~~ and orients ~~school~~ staff~~personnel with a wide range of related knowledge and expertise for the purpose of providing information on~~ in the proper ~~operation of systems and services.~~ use of technology resources.

- Provides ongoing updates to staff on the progress of their work orders and projects.

- Provides support to and works collaboratively with the Network Technicians.

- ~~Researches computer and network systems and equipment for the purpose of ensuring the availability and proper operation of services and systems as well as recommending improvements.~~

- ~~Maintains repair and service records for the purpose of documenting~~ Documents hardware, software and network systems installations and changes.

- ~~Composes technical and non-technical materials (e.g. reports, memos, procedures, etc.) for the purpose of documenting activities, providing written reference and/or conveying information.~~

- ~~Trains teachers, staff, administrators and/or student aides for the purpose of ensuring proper and efficient usage of district hardware and/or software resources.~~

- Attends educational seminars and meetings and conducts research ~~for the purpose of maintaining~~ to keep current ~~knowledge of~~ on ~~advances and~~ changes in ~~hardware and software~~technology and makes recommendations to improve District systems and operations.

- Performs other directly-related job duties as assigned.~~for the purpose of accomplishing organizational goals~~.

- ~~Provides technical support for the purpose of assisting users with computer hardware and software problems and proper operations of services and systems.~~

- ~~Diagnoses/repairs the most efficient and cost-effective modes for repair and maintenance of computers for the purpose of ensuring the availability and proper operation of hardware, software and network services and systems.~~

- ~~Sets-up/configures/maintains hard disks, directory structures, network systems, back up systems for the purpose of ensuring continued systems functioning and maintaining data integrity and retrieval.~~

- ~~Instructs/orients school personnel with a wide range of related knowledge and expertise for the purpose of providing information on the proper operation of systems and services.~~

- ~~Researches computer and network systems and equipment for the purpose of ensuring the availability and proper operation of services and systems as well as recommending improvements.~~

- ~~Maintains repair and service records for the purpose of documenting hardware, software and network systems installations and changes.~~

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- Composes technical and non-technical materials (e.g. reports, memos, procedures, etc.) for the purpose of documenting activities, providing written reference and/or conveying information.

- Trains teachers, staff, administrators and/or student aides for the purpose of ensuring proper and efficient usage of district hardware and/or software resources.

- Attends educational seminars and meetings for the purpose of maintaining current knowledge of advances and changes in hardware and software to improve District systems and operations.

- Assists in the performance of other related duties as assigned for the purpose of accomplishing organizational goals.

JOB REQUIREMENTS: MINIMUM QUALIFICATIONS

SKILLS, KNOWLEDGE AND ABILITIES

SKILLS are required to perform multiple, technical tasks with a need to routinely upgrade skills in order to meet changing job conditions. Specific skills required to satisfactorily perform the functions of the job include: operate tools and advanced hardware and software diagnostic equipment. (see ability)

KNOWLEDGE OF:
- Current practices in the operation and support of computers, local area networks, operating systems and other network-connected or multimedia peripherals.
- Basic math, including calculations using fractions, percents and/or ratios.

 is required to perform basic math, including calculations using fractions, percents, and/or ratios; review and interpret highly technical information, write technical materials, and/or speak persuasively to implement desired actions; and analyze situations to define issues and draw conclusions. Specific knowledge required to satisfactorily perform the functions of the job includes: DOS/Windows and Macintosh microcomputer applications, operations and peripheral equipment; local area network theory and operations (such as Novell NetWare); basic electronic and electrical theory and power requirements of microcomputer equipment; methods, tools and procedures used in the installation, repair and maintenance of microcomputers, local area networks, peripheral equipment and related applications and systems software and knowledge of changes in computer equipment and software.

ABILITY TO: is required to schedule activities and/or meetings; routinely gather, collate, and/or classify data; and consider a wide variety of factors when using equipment. Flexibility is required to independently work with others in a wide variety of circumstances; work with data utilizing specific, defined processes; and utilize equipment under a variety of conditions for multiple purposes. Ability is also required to work with a significant diversity of individuals and/or groups; work with similar types of data; and utilize a wide variety of types of job-related equipment. In working with others, independent problem solving is required to analyze issues and create action plans.   Problem solving with data requires analysis based on organizational objectives; and problem solving with equipment is significant. Specific abilities required to satisfactorily perform the functions of the job include: providing orientation and training to users of microcomputers and networks; performing diagnostics on microcomputers, networks, peripheral equipment and related applications and systems software; installing, repairing and

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servicing microcomputers, networks, peripheral equipment and related applications and systems software; working cooperatively with users and other personnel; establishing effective working relationships with others; communicating effectively both orally and in writing; establishing and maintaining records; estimating time and material costs.

- Install, configure, maintain, diagnose, troubleshoot and repair of computer hardware, software, systems, network-connected and multimedia peripherals.
- Communicate effectively both orally and in writing.
- Convey technical information to others.
- Read and understand technical manuals and procedural documentation.
- Train and orient users in person and remotely.
- Keep current with emerging technologies.
- Work under limited supervision.
- Document procedures and completed assignments.
- Schedule, coordinate, and communicate information regarding meetings and activities with other staff.
- Adapt to changing work priorities.
- Maintain confidentiality of sensitive and privileged information.
- Determine appropriate actions to take within clearly defined guidelines.
- Establish and maintain cooperative working relationships with others.
- Plan, prioritize and organize work orders, meeting schedules and timelines.
- Work with a diversity of individuals.

RESPONSIBILITY
Responsibilities include: working under limited supervision using standardized practices and/or methods; leading, guiding, and/or coordinating others; and operating within a defined budget. Utilization of some resources from other work units may be required to perform the job's functions. There is a continual opportunity to significantly impact the Organization's services.

The usual and customary methods of performing the job's functions requires the following physical demands: significant lifting, carrying, pushing, and/or pulling; frequent climbing and balancing; significant stooping, kneeling, crouching, and/or crawling; and significant fine finger dexterity. Generally the job requires 10% sitting, 45% walking and 45% standing. The job is performed under minimal temperature variations, some hazardous conditions, and in a clean atmosphere.

EXPERIENCE
Job related experience within specialized field is required.
EDUCATION
Community College and/or Vocational School degree with study in job related area.
EDUCATION AND EXPERIENCE
Job-related education and experience which demonstrates the knowledge and ability necessary to perform the essential job duties. Typical qualifying education and experience would include graduation from high school or equivalent supplemented by technical courses and a minimum of one year of technical support work experience.

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DISTINGUISHING CHARACTERISTICS

The Information Technology (IT) Support Technician is a classification within the Technology series. Positions in this series provide technical and progressively more responsible support as the series progresses.

The Information Technology (IT) Support Technician is responsible for the installation, basic configuration, maintenance, troubleshooting, diagnosis and repair of computer hardware, software, systems and network-connected multimedia and peripherals.

Differentiation between the Information Technology (IT) Support Technician and the position above is distinguished as follows:

The Network Technician plans, designs, configures and maintains security of networks and serves as a technical resource for the Computer Information Technology (IT) Support Technician.

REQUIRED TESTING

Pre-employment Proficiency TestPre-employment testing and assessment is required to demonstrate the minimum qualifications for the position.

CERTIFICATES

Possession of a vValid Class C or higher California Driver's License. and a California DMV H-6 Driving Report dated within 30 days of application.

CONTINUING EDUCATION/TRAINING

Participation in ongoing job-related training as assigned.
None Specified

CLEARANCES

Criminal Justice Fingerprint/Background Clearance; TB Clearance
California Department of Justice (DOJ) and Federal Bureau of Investigation (FBI) background (fingerprint) clearance; pre-employment physical examination including tuberculosis (TB) and drug screen clearances.

WORKING ENVIRONMENT

This assignment requires the ability to travel to and from District work sites to perform assigned duties on a regular basis. In addition, the usual and customary methods of performing the job functions require the physical demands outlined below. All requirements are subject to possible modification to reasonably accommodate individuals with a disability.

Physical Demands: Frequency Definitions Based on an 8-Hour Day:
Never = 0%
Seldom = 1-10% (<45 minutes)
Occasionally = 11-33% (up to 3 hours)
Frequently = 34-66% (up to 6 hours)
Continuously = 67-100% (more than 6 hours)

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Seldom	climbing/balancing, twisting back, lifting 11-25 lbs. at waist height, carrying 11-25 lbs. up to 25 feet
Occasionally	stooping/bending, squatting/crouching, pushing and pulling, reach above shoulder, reach at shoulder, kneeling, walking, standing, lifting up to 10 lbs. overhead or at shoulder height, carrying up to 10 lbs. up to 25 feet
Occasionally/Frequently	handling/simple grasping, sitting, neck flexation/rotation, fingering/fine manipulation, reach below shoulder

AUDITORY OR VISUAL REQUIREMENTS

Auditory ability to communicate with students, staff, parents, phones; respond to safety bells and emergencies. Vision ability to see near, distant, color, depth and peripherally.

ENVIRONMENTAL CONDITIONS

Exposure to dust.

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INFORMATION TECHNOLOGY (IT) SUPPORT TECHNICIAN

JOB SUMMARY

Under the direction of the Director of Information Technology, the Information Technology (IT) Support Technician performs a variety of technical duties involved in the installation, configuration, maintenance, troubleshooting, diagnosis and repair of computer hardware, software, systems and network-connected and multimedia peripherals.

ESSENTIAL FUNCTIONS

- Provides technical support to users with computer hardware and software problems and in the proper operation of services and systems.
- Diagnoses and repairs computer hardware and software.
- Receives, unpacks, inventories, and physically installs and connects various plugs and wires for network-connected and multimedia peripherals.
- Trains and orients staff in the proper use of technology resources.
- Provides ongoing updates to staff on the progress of their work orders and projects.
- Provides support to and works collaboratively with the Network Technicians.
- Documents hardware, software and network systems installations and changes.
- Attends educational seminars and meetings and conducts research to keep current on changes in technology and makes recommendations to improve District systems and operations.
- Performs other directly-related job duties as assigned.

KNOWLEDGE OF:

- Current practices in the operation and support of computers, local area networks, operating systems and other network-connected or multimedia peripherals.
- Basic math, including calculations using fractions, percents and/or ratios.

ABILITY TO:

- Install, configure, maintain, diagnose, troubleshoot and repair of computer hardware, software, systems, network-connected and multimedia peripherals.
- Communicate effectively both orally and in writing.
- Convey technical information to others.
- Read and understand technical manuals and procedural documentation.
- Train and orient users in person and remotely.
- Keep current with emerging technologies.
- Work under limited supervision.
- Document procedures and completed assignments.
- Schedule, coordinate, and communicate information regarding meetings and activities with other staff.
- Adapt to changing work priorities.
- Maintain confidentiality of sensitive and privileged information.
- Determine appropriate actions to take within clearly defined guidelines.
- Establish and maintain cooperative working relationships with others.

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INFORMATION TECHNOLOGY (IT) SUPPORT TECHNICIAN

- Plan, prioritize and organize work orders, meeting schedules and timelines.
- Work with a diversity of individuals.

EDUCATION AND EXPERIENCE
Job-related education and experience which demonstrates the knowledge and ability necessary to perform the essential job duties. Typical qualifying education and experience would include graduation from high school or equivalent supplemented by technical courses and a minimum of one year of technical support work experience.

DISTINGUISHING CHARACTERISTICS
The Information Technology (IT) Support Technician is a classification within the Technology series. Positions in this series provide technical and progressively more responsible support as the series progresses.

The Information Technology (IT) Support Technician is responsible for the installation, basic configuration, maintenance, troubleshooting, diagnosis and repair of computer hardware, software, systems and network-connected multimedia and peripherals.

Differentiation between the Information Technology (IT) Support Technician and the position above is distinguished as follows:

The Network Technician plans, designs, configures and maintains security of networks and serves as a technical resource for the Information Technology (IT) Support Technician.

REQUIRED TESTING
Pre-employment testing and assessment is required to demonstrate the minimum qualifications for the position.

CERTIFICATES
Valid Class C or higher California Driver License and a California DMV H-6 Driving Report dated within 30 days of application.

CONTINUING EDUCATION/TRAINING
Participation in ongoing job-related training as assigned.

CLEARANCES
California Department of Justice (DOJ) and Federal Bureau of Investigation (FBI) background (fingerprint) clearance; pre-employment physical examination including tuberculosis (TB) and drug screen clearances.

WORKING ENVIRONMENT
This assignment requires the ability to travel to and from District work sites to perform assigned duties on a regular basis. In addition, the usual and customary methods of performing the job functions require

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INFORMATION TECHNOLOGY (IT) SUPPORT TECHNICIAN

the physical demands outlined below. All requirements are subject to possible modification to reasonably accommodate individuals with a disability.

Physical Demands: Frequency Definitions Based on an 8-Hour Day:
Never = 0%
Seldom = 1-10% (<45 minutes)
Occasionally = 11-33% (up to 3 hours)
Frequently = 34-66% (up to 6 hours)
Continuously = 67-100% (more than 6 hours)

Seldom	climbing/balancing, twisting back, lifting 11-25 lbs. at waist height, carrying 11-25 lbs. up to 25 feet
Occasionally	stooping/bending, squatting/crouching, pushing and pulling, reach above shoulder, reach at shoulder, kneeling, walking, standing, lifting up to 10 lbs. overhead or at shoulder height, carrying up to 10 lbs. up to 25 feet
Occasionally/Frequently	handling/simple grasping, sitting, neck flexation/rotation, fingering/fine manipulation, reach below shoulder

AUDITORY OR VISUAL REQUIREMENTS
Auditory ability to communicate with students, staff, parents, phones; respond to safety bells and emergencies. Vision ability to see near, distant, color, depth and peripherally.

ENVIRONMENTAL CONDITIONS
Exposure to dust.

San Dieguito Union High School District
Policy Adopted: December 14, 1995
Policy Revised: July 1, 2003
Revised: October 15, 2019

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COMPUTER TECHNICIAN

Class Code: 3320

Bargaining Unit: Classified Employee Union

CARLSBAD, USD OF (CA)
Revision Date: May 6, 2012

SALARY RANGE

$24.77 - $30.12 Hourly

CLASS DESCRIPTION:

BASIC FUNCTION:

Under the direction of the Director-Information Systems & Technology, perform a variety of technical duties involved in the installation, configuration, maintenance, troubleshooting, diagnosis and repair of computer hardware, software, peripherals and servers.

REPRESENTATIVE JOB DUTIES AND KNOWLEDGE, SKILLS, AND ABILITIES:

ESSENTIAL DUTIES:

Install, configure, modify and maintain computer hardware, software, peripherals and servers to assure the smooth running of computer work stations and systems; respond to user requests for service; install, upgrade and update computer software and applications as needed.

Inspect, troubleshoot, diagnose and resolve hardware, software, peripheral and network system malfunctions; install, configure, maintain and repair various peripherals and network components such as printers, scanners, network cards and cabling; replace components as needed.

Prepare computer work stations for staff use as needed; configure hardware and software to assure proper computer operations and network connectivity; test and observe elements of computers, equipment and systems for evidence of incorrect performance and make adjustments as needed.

Perform a variety of network support activities such as establishing and maintaining user accounts, IP addresses, e-mail accounts and internet connectivity.

Provide technical support and assistance to District personnel concerning the operation of computer hardware, software and peripherals as needed; respond to inquiries and provide detailed and technical information concerning related practices, procedures, applications and malfunctions.

Load, transport, unload, move, arrange and set up computer equipment for installation at various District sites; unpack and inspect new equipment for damage.

Install, maintain, replace and repair drives, CD ROMs, power supplies, motherboards and other computer components; install, configure and resolve problems with operating and student information systems as required.

Monitor inventory levels of computer supplies and equipment; order, receive and maintain adequate inventory levels of supplies; contact vendors to discuss and obtain product information, and receive assistance with resolving computer hardware and software malfunctions as needed

Operate a variety of computers, servers, peripherals and specialized software; utilize various hand tools and testers; drive a vehicle to conduct work.

Maintain various records related to assigned activities.
Maintain current knowledge of technological advances in computer hardware, software and networks.

Install, set-up and assure proper operation of copiers and audio-visual equipment and systems as assigned; configure audio-visual equipment with computer work stations as needed.

Attend and participate in various meetings as assigned.

OTHER DUTIES:

Perform related duties as assigned.

KNOWLEDGE OF:

Practices, procedures and techniques involved in the installation, configuration, maintenance, troubleshooting, diagnosis and repair of computer hardware, software, peripheral equipment and servers.
Computer hardware systems and software applications utilized by the District.
Principles, methods and procedures of operating computers and peripheral equipment.
Database structures, on-line applications and system capabilities of the District's computer systems.
Materials, methods and tools used in the operation and repair of computer systems.
General principles, practices, procedures and equipment involved in networking.
Manual instructions, sufficient to enable quick and accurate diagnosis of difficulties.
Oral and written communication skills.
Interpersonal skills using tact, patience and courtesy.
Basic record-keeping techniques.

ABILITY TO:

Install, configure, modify and maintain computer hardware, software, peripherals and servers to assure the smooth running of computer work stations and systems.
Inspect, troubleshoot, diagnose and resolve hardware, software and peripheral malfunctions.
Provide technical support and assistance concerning the operation of computer hardware and software.
Install, update and configure various software and applications on computers.
Perform network support activities including establishing and maintaining user accounts.
Meet schedules and time lines.
Operate computers and peripheral equipment properly and efficiently.
Maintain various records related to work performed.
Understand and follow oral and written instructions.
Work independently with little direction.
Communicate effectively orally and in writing.
Establish and maintain cooperative and effective working relationships with others.

MINIMUM QUALIFICATIONS:

EDUCATION AND EXPERIENCE:

Any combination equivalent to: graduation from high school supplemented by college-level course work in computer science or related field and two years experience involving the installation, maintenance and repair of computer hardware, software, peripherals and servers including work with network systems.

LICENSES AND OTHER REQUIREMENTS:

Valid California driver's license.

WORKING CONDITIONS:

ENVIRONMENT:

Office environment.
Driving a vehicle to conduct work.

PHYSICAL DEMANDS:

Dexterity of hands and fingers to operate a computer keyboard.
Hearing and speaking to exchange information.
Seeing to view a computer monitor and read a variety of materials.
Sitting or standing for extended periods of time.
Lifting, carrying, pushing or pulling moderately heavy objects as assigned by the position
Bending at the waist, kneeling or crouching.
Reaching overhead, above the shoulders and horizontally.

Escondido Union High School District
Job Description

Job Title: Network Support Technician
Employee Unit: Classified Bargaining Unit
Job Family: Maintenance and Operations
FLSA Status: Nonexempt
Salary Level: Range 41
Approved By: Board of Education
Approved Date: 12/07/10

BASIC FUNCTION:
Under the direction of the Director of Technology and assigned supervisors, perform duties related to the maintenance and support of the school computer network and relevant components. Activities include, but are not limited to, the installation and configuration of computer and server software, the installation and configuration of computer and server hardware and associated peripherals, the diagnosis and repair of computer and network components, providing users with training and technical assistance, communicate clearly and effectively with users, other technicians and supervisors, perform other related duties as assigned.

ESSENTIAL DUTIES AND RESPONSIBILITIES
The duties listed are typical, but not exclusive:

Troubleshoot network and systems problems involving computers, peripherals and various network components.

Organize and prioritize the workload.

Maintain an accurate record of completed work.

Install software, configure, maintain and support desktop and laptop computers
Manage network connectivity.

Manage network security (including anti-virus).

Manage data back up services.

Performs updates and preventative maintenance.

Performs routine cleaning and maintenance of related equipment.

Communicate effectively with a wide variety of individuals: Supervisors, Administrators, Outside Technical Support, Teachers, Staff, Students and members of the technology department.

Transport equipment and material.

Maintain and manage a software library.

Operate a wide variety of network and computer related equipment.

Instruct and train other personnel in the use of hardware, software and technology related documents.

Maintain a current knowledge of technologies and skills required to perform assigned duties.

Maintains an organized, neat, clean work area.

Assists in the review and selection technology hardware and software.

Maintains and monitors all related equipment to optimize performance and security.

Prepare and maintain a variety of inventory records, files and reports related to assigned activities.

Attend and participate in appropriate meetings, conferences and seminars related to job duties.

Unpack, move and setup computer systems.

Prepare old systems for disposal as defined by district standards and policies.

Perform related duties as assigned.

SUPERVISORY RESPONSIBILITIES
Technicians may direct, supervise and/or train Technology Interns, Substitutes and Student Aides as needed.

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 the essential functions.

CERTIFICATES, LICENSES, REGISTRATIONS
Valid California Driver's License

EDUCATION and/or EXPERIENCE
High school diploma or equivalent to completion of high school; a minimum of two years experience in the field of computer maintenance and repair is desirable.

LANGUAGE SKILLS
Ability to read and interpret documents such as safety rules, operating and maintenance instructions, procedure manuals and diagrams. Ability to effectively present information and respond to questions from a wide variety of individuals: Supervisors, Administrators, Outside Technical Support, Teachers, Staff, Students and members of the technology department. The ability to effectively understand and interpret directions and questions.

MATHEMATICAL SKILLS

Ability to work with mathematical concepts. Ability to apply concepts such as fractions, percentages, ratios, and proportions to practical situations.

REASONING ABILITY

Ability to define problems, collect data, establish facts and draw valid conclusions. Ability to interpret an extensive variety of technical instructions in mathematical or diagram form and deal with several abstract and concrete variables.

OTHER SKILLS AND ABILITIES

Experience and knowledge of computer and server operating systems
Experience and knowledge of computer and server applications
Experience and knowledge of computer and network diagnostic utilities
Experience and knowledge of related computer and network peripherals
Ability to operate diagnostic equipment and software effectively
Ability to diagnose and troubleshoot computers and related systems
Ability to create and/or prepare appropriate material for use (i.e. network cables, etc.)
Ability to connect equipment effectively for intended use
Ability to understand and follow oral and written directions
Ability to communicate effectively
Ability to establish and maintain effective working relationships with a wide variety of individuals: Supervisors, Administrators, outside Technical Support, Teachers, Staff, Students and members of the technology department.

PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to use hands to finger, handle, or feel; stoop, kneel, crouch, or crawl; and talk or hear. The employee frequently is required to stand, walk, reach with hands or arms, and climb or balance. The employee is frequently required to sit. The employee must regularly lift and/or move up to 25 pounds and occasionally lift and/or move up to 50 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception and ability to adjust focus.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.
The noise level in the work environment is usually moderate.

COMMENTS

This position requires the ability to perform a number of tasks on a variety of equipment, and time management skills to effectively maintain a preventative maintenance schedule while responding to work orders. The position requires people skills that allow the employee to effectively communicate and interact with a wider variety of individuals such as Supervisors, Administrators, Outside Technical Support, Teachers, Staff, Students and members of the Technology Department.

MICROCOMPUTER TECHNICIAN

Purpose Statement:

The job of Microcomputer Technician is done for the purpose/s of installing, troubleshooting and maintaining computer hardware and peripheral equipment; diagnosing and repairing hardware and network failures; providing technical support to site administrators; and resolving school site operational issues.

This job reports to Director, Technology Services

Essential Functions

- Assesses malfunctions of computer hardware, software applications or electronic equipment for the purpose of identifying repair and replacement needs.

- Coordinates repair work schedules with school and district office personnel for the purpose of minimizing disruption of services and/or inconvenience.

- Develops cost effective methods for repairing district equipment (e.g. extended warranties; contracts and contractual relationships with outside vendors, etc.) for the purpose of controlling expenses related to the maintenance of computer and phone equipment.

- Diagnoses equipment failures for the purpose of identifying needed repairs and/or ensuring equipment is in proper working order.

- Estimates the value of donated equipment for the purpose of providing information for required reporting.

- Installs computer hardware, peripherals, and application software (e.g. adjusting, repairing, replacing parts, etc.) for the purpose of maintaining overall site operations.

- Maintains manual and electronic documents, files and records (e.g. preventive maintenance, purchases, inspections, repair logs, etc.) for the purpose of documenting activities, conveying information and/or providing an up-to-date reference and audit trail.

- Orders parts for the purpose of maintaining inventory and ensuring availability of items as needed.

- Prepares a variety of written materials (e.g. work order reports, inventory control, procedures, status reports, instructions, user guides, etc.) for the purpose of providing written support and/or conveying information.

- Recommends disposal and replacement of obsolete or unserviceable equipment for the purpose of retiring equipment as appropriate and ensuring the availability of equipment in proper working order.

- Repairs computers, peripherals, and electronic equipment (e.g. television systems, projectors, video cameras/recorders, electronic controllers, theater systems, etc.) for the purpose of maintaining equipment in a safe and functional operating condition.

- Researches desktop computers, peripheral and ancillary equipment, vendors, service centers, etc. for the purpose of recommending products that meet district requirements for capabilities and costs and providing technical assistance to district staff.

- Responds to a variety of questions from site staff for the purpose of providing information, guidance or referral.

- Transports a variety of items (e.g. equipment, supplies, etc.) for the purpose of providing materials at job site or to bring equipment in for repairs.

- Upgrades computers, peripherals, network equipment and software applications (e.g. installation, testing, configuring, etc.) for the purpose of meeting the computer processing needs of the users.

- Warehouses computer parts, supplies and materials for the purpose of establishing an inventory of items commonly required to repair computer hardware.

Other Functions

- Assists other personnel as may be required for the purpose of contributing to the efficiency and effectiveness of the work unit.

- Attends school site and Technology Services meetings for the purpose of providing and/or gathering information relating to job functions.

Job Requirements: Minimum Qualifications

Skills, Knowledge and Abilities

SKILLS are required to perform multiple, technical tasks with a need to periodically upgrade skills in order to meet changing job conditions. Specific skills required to satisfactorily perform the functions of the job include: utilizing diagnostic tools (i.e. oscilloscope, ohm meter, hand tools, soldering equipment, air compressor, cleaners, etc.); adhering to safety practices; and maintaining accurate records.

KNOWLEDGE is required to perform basic math, including calculations using fractions, percents, and/or ratios; read a variety of manuals, write documents following prescribed formats, and/or present information to others; and solve practical problems. Specific knowledge required to satisfactorily perform the functions of the job includes: maintenance, and repair of microcomputers, printers, disk drives, monitors, and interface devises; operation of computer and electronic test equipment and tools; principles of digital electronics; operation of electronic test equipment; electricity and electronic computers; record keeping; safety measures; and basic inventory procedures.

ABILITY is required to schedule activities; gather and/or collate data; and use job-related equipment. Flexibility is required to work with others in a wide variety of circumstances; work with data utilizing defined and similar processes; and operate equipment using a variety of standardized methods. Ability is also required to work with a wide diversity of individuals; work with similar types of data; and utilize a wide variety of types of job-related equipment. In working with others, problem solving is required to identify issues and create action plans. Problem solving with data requires following prescribed guidelines; and problem solving with equipment is significant. Specific abilities required to satisfactorily perform the functions of the job include: adapting to changing work priorities; establishing effective working relationships; displaying mechanical aptitude; communicating with technologically diverse groups; being attentive to detail; and working under time constraints.

Responsibility

Responsibilities include: working under limited supervision following standardized practices and/or methods; leading, guiding, and/or coordinating others; and operating within a defined budget. Utilization of some resources from other work units may be required to perform the job's functions. There is a continual opportunity to have some impact on the Organization's services.

Working Environment

The usual and customary methods of performing the job's functions require the following physical demands: significant lifting, carrying, pushing, and/or pulling; significant stooping, kneeling, crouching, and/or crawling; and significant fine finger dexterity. Generally the job requires 45% sitting, 50% walking, and 5% standing. The job is performed under some hazardous conditions and in a clean atmosphere.

Experience   Job related experience is required.

Education   Targeted job related education that meets organization's prerequisite requirements.

Required Testing
As required for position

Certificates & Licenses
Driver's License
Apple or Dell Certification
Applicable Certifications

Continuing Educ. / Training
None Specified

Clearances
Criminal Justice Fingerprint/Background Clearance
TB Clearance

FLSA Status	Approval Date	Salary Grade
Non Exempt	6/15/2006	Unit II 58

Job Description:Microcomputer

Printed 6/28/2006   Page   2

INFORMATION TECHNOLOGY SUPPORT TECHNICIAN

Purpose Statement

Under the direction of an assigned manager and/or supervisor, installs, diagnoses and repairs computer hardware, software and peripheral equipment in all District facilities; conducts preventative maintenance on hardware and software on scheduled basis; analyzes and corrects problems with assigned systems and associated components; troubleshoots and repairs computers, monitors, printers and scanners, data projectors, and other related peripheral equipment; provides end-user training and support of existing and future applications modules which includes mobile devices assigned to staff and students.

Essential Functions

- Installs, configures, troubleshoots and repairs a variety of complex equipment in a multi-vendor environment, including Windows and Apple computers, monitors, servers, printers, scanners, and data projectors, and other related peripheral equipment.
- Deploys and maintains school-owned mobile device carts and charging stations.
- Provides assistance and support of one-to-one ratio initiative for iPads and laptops that are assigned to students and district-wide staff.
- Maintains and restores all school-owned devices via DFU restore/Apple configurator/Windows configuration.
- Provides basic and advanced training on mobile device usage with faculty and staff.
- Provides front-line support/troubleshooting of mobile devices to faculty and staff.
- Supports annual inventory project.
- Assists with tracking and recovering lost student devices.
- Assists in troubleshooting and diagnosing network and equipment problems, installation and configuration of switches, routers and other network hardware.
- Maintains first level analysis and troubleshooting of network connectivity issues.
- Monitors operation of WAN/LAN and data collection by monitoring applications to assure smooth operations and proper connectivity; identifies problems, issues or concerns; monitors and maintains network appliances including wireless access points.
- Performs routine preventative maintenance on hardware, software, peripherals and network equipment.
- Prepares and maintains preventative maintenance records and required reports related to assigned activities.
- Assists in the support of microcomputer applications software, network operating systems and telecommunication network systems, and provides assistance to user staff on the use of new administrative support systems.
- Prepares and maintains records and reports related to assigned activities.
- Evaluates equipment and assists with recommendations for district-approved vendors for site purchases, as needed.
- Assists in researching and evaluating new applications to meet user requirement as assigned.
- Provides training and assistance to system users concerning computer operations, software applications, and mobile device usage and malfunctions.
- Provides technical assistance and support to school sites and department users; serves as department liaison with school sites and District resources on committees relating to District applications.
- Operates a variety of technical equipment including testers, meters and various hand and power tools.
- Communicates with various site personnel to coordinate activities, exchange information and resolve issues and concerns.

Other Functions

- Performs related duties as assigned.

Job Requirements: Minimum Qualifications
Skills, Knowledge and Abilities

SKILLS are required to perform multiple, complex, technical tasks with a need to occasionally upgrade skills in order to meet changing job conditions. Specific skills required to satisfactorily perform the functions of the job include: installation, configuration, troubleshooting and resolution procedures and practices on a variety of complex software and hardware systems utilized by the District.

KNOWLEDGE is required to perform advanced math; review and interpret complex materials; and analyze situations to define issues and draw conclusions. Specific knowledge required to satisfactorily perfom the functions of the job include: Extensive software and hardware applications including Windows-Based and Apple hardware systems, compents and operating systems, Windows Server, Active Directory, Group Policy, SMS, Remote Desktop Management, Apple VPP, Mac OS X Server, ITunes; configuration and installation of network hardware and software for microcomputers.

ABILITY is required to gather, collate, and/or classify data; and use job-related equipment. Flexibility is required to independently work with others in a wide variety of circumstances; analyze data utilizing defined but different processes; and operate equipment using a variety of standardized methods. Ability is also required to work with a significant diversity of individuals and/or groups; work with data of widely varied types and/or purposes; and utilize a variety of job-related equipment. In working with others, independent problem solving is required to analyze issues and create action plans. Problem solving with data requires analysis based on organizational objectives; and problem solving with equipment is significant. Specific abilities required to satisfactorily perform the functions of the job include: adapting to changing work priorities; communicating with diverse groups; maintaining confidentiality; meeting deadlines and schedules; setting priorities; working as part of a team; working with detailed information/data; analyzing requirements and recommending solutions; troubleshooting complex applications and determing appropriate corrective action.

Working Environment

The work environment characteristics are representative of those an employee encounters while performing the essential functions of this job. Resonable accommodations may be made to enable individuals with disabilities to perform essential functions. The usual and customary methods of performing the job's functions require the following physical demands: standing; walking; sitting; using hands to finger, handle or feel objects, tools or controls; reach with hands and arms; bend; stoop; kneel; crouch; climb; talk and hear. The employee must lift and/or move up to 25 pounds. Specific vision abilitites required by this job include close vision and distance vision. The noise level in the work environment is usually moderate.

Education/Experience

Any combination equivalent to graduation from high school supplemented by college-level course work in computer science, information systems, or other related field and three (3) years of increasingly responsible experience working as a computer support technician supporting multiple sites with a variety of computer equipment, operating systems, and applications software in a multi-vendor environment.

Required Testing	Certificates & Licenses
None Specified	CompTia A+
	CompTia N+ or CCNA
	Valid California Driver's License

Continuing Educ./Training	Clearances
None Specified	Pre-placement Physical Exam; TB Clearance; and
	Criminal Justice Fingerprint/Background Clearance.

Sweetwater Union High School District programs and activities shall be free from discrimination based on age, gender, gender identity or expression, or genetic information, sex, race, color, religion, ancestry, national origin, ethnic group identification, marital or parental status, physical or mental disability, sexual orientation; the perception of one or more of such characteristics; or association with a person group with one or more of these actual or perceived characteristics." SUHSD Board Policy 0410

Office-Technical Job Description   *Salary Range 66*
Adopted by BOT 12/11/17

VISTA UNIFIED SCHOOL DISTRICT

SYSTEMS SUPPORT TECHNICIAN

Purpose Statement

The purpose of a Systems Support Technician is to provide software and hardware support to assure efficient and effective technology and network operations; perform a variety of technical resource services in the installation, troubleshooting, and maintenance of hardware and software; provide technical support to district and site staff.

This job reports to the Director of Information Technology.

Essential Functions

- Attends and participates in meetings, workshops, and seminars for the purpose of conveying and/or gathering information required to perform functions.

- Collaborates with internal and external parties for the purpose of conveying and/or gathering information required to perform job functions, implementing and maintaining services, providing technical assistance and support, and providing information and/or direction regarding information systems and services.

- Communicates with administrators, staff, and vendors for the purpose of implementing and maintaining services and programs, coordinating activities, resolving issues and conflicts, and exchanging information.

- Configures on-site network systems (e.g., servers, network security, internet and email access, printing applications, mobile devices, software installations, etc.) for the purpose of ensuring efficient operations.

- Informs supervisor and staff regarding procedures and/or status of work orders for the purpose of providing information for making decisions, taking appropriate action, and ensuring efficient operations.

- Installs, configures, and maintains a variety of software (e.g., adds or updates requested changes, performs network back-ups, enhancements, data source changes, adds additional functionality, service packs, application software, operating software, etc.) for the purpose of upgrading and maintaining District systems.

- Installs, configures, repairs, and maintains a wide variety of hardware, network services, and equipment (e.g., desktops, laptops, tablets, peripherals, switches, routers, servers, data communications hardware, modems, network devices, etc.) for the purpose of meeting district systems requirements.

- Maintains an inventory of supplies and equipment (e.g., mobile devices, computer cables, peripheral devices, replacement parts, laptops, tablets, etc.) for the purpose of ensuring availability of required items.

- Maintains systems and servers related to district local and wide area networks (e.g., email systems, accounts, print queues, workstation IDs, IP assignments, computer labs, classroom computers, VOIP, security, antivirus, etc.) for the purpose of ensuring availability of services to authorized users.

- Monitors a variety of systems and functions (e.g., local and wide area network connections, network traffic, performance, point of sale equipment, etc.) for the purpose of ensuring that systems are secure and resources are utilized effectively.

- Operates various technical and office equipment (e.g., telephone, cable analyzer, hand and power tools, cloud management tools, switches, servers, printers, imaging software, etc.) for the purpose of delivering services in compliance with established guidelines and mandated requirements.

- Prepares a variety of manual and electronic documents, files, and reports (e.g., procedures, documentation, inventory, work orders, purchase requisitions, user and network information, etc.) for the purpose of documenting activities, providing written reference, and/or conveying information.

- Provides end user support and training for the purpose of enabling end users to operate new and/or existing hardware and software.

- Responds to emergency situations for the purpose of resolving immediate concerns.

- Serves as a technical resource for the purpose of providing information and/or advice regarding active or planned projects.

- Troubleshoots a wide variety of hardware and software (e.g., servers, network connections, peripherals, audio and visual equipment including televisions, projectors, and sound systems, VOIP telephones, cellular and mobile devices, workstations, laptops, tablets, digital signage, etc.) for the purpose of resolving operational issues, restoring services, and identifying equipment and/or systems repair and replacement needs.

Other Functions

- Performs other related duties as assigned for the purpose of ensuring the efficient and effective functioning of the work unit.

Job Requirements: Minimum Qualifications

Skills, Knowledge, and Abilities

SKILLS are required to perform multiple, highly complex technical tasks with a need to routinely upgrade skills in order to meet changing job conditions. Specific skill based competencies required to satisfactorily perform the functions of the job include:

- adhering to safety practices;
- applying job-related codes, regulations, and laws;
- interpersonal skills using tact, patience, and courtesy;
- operating standard office equipment including utilizing pertinent software applications and office technology;
- planning and managing projects;
- preparing and maintaining accurate records;
- using Microsoft Office software applications, Google, and Apple based platforms;
- using pertinent network, application, and operating system monitoring and troubleshooting software.

KNOWLEDGE is required to perform algebra and/or geometry; review and interpret highly technical information, write technical materials, and/or speak persuasively to implement desired actions; and analyze situations to define issues and draw conclusions. Specific knowledge-based competencies required to satisfactorily perform the functions of the job include:

- business telephone and email etiquette;
- concepts of grammar, spelling, and punctuation;
- current programming languages;
- interpersonal skills using tact, patience, and courtesy;
- job-related codes/laws/rules/regulations/policies;
- methods of hardware and software installation and configuration;
- modern and emerging technology;
- modern office practices and procedures;
- networking technology and operating systems;
- office equipment and technology;
- operation of audio/visual hardware and devices;
- operation of multi-platform mobile and desktop devices and peripherals;
- principles, practices, and methods of documentation;
- recordkeeping and record retention practices;

- safe driving practices;
- safety practices and procedures;
- specialized and instructional hardware and software.

ABILITY is required to schedule activities and/or meetings; gather, collate, and/or classify data; and consider a number of factors when using equipment. Flexibility is required to work with others in a wide variety of circumstances; work with data utilizing defined and similar processes; and operate equipment using a variety of processes. Ability is also required to work with a wide diversity of individuals; work with a variety of data; and utilize a wide variety of types of job-related equipment. Problem solving is required to identify issues and create action plans. Problem solving with data frequently requires independent interpretation of guidelines; and problem solving with equipment is moderate to significant. Specific ability based competencies required to satisfactorily perform the functions of the job include:

- accuracy and attention to detail;
- adapting to changing priorities;
- analyzing issues and determining an appropriate course of action;
- communicating with diverse groups and individuals;
- displaying tact and courtesy;
- establishing and maintaining effective working relationships with others;
- maintaining confidentiality;
- meeting deadlines and schedules;
- multitasking;
- operating motor vehicles;
- planning and organizing work;
- preparing accurate records;
- providing customer service;
- reading, interpreting, explaining, and following laws, rules, regulations, policies, and procedures;
- setting priorities;
- understanding and following oral and written directions;
- working as part of a team;
- working with detailed information/data;
- working with frequent interruptions.

Responsibility

Responsibilities include: working under limited supervision following standardized practices and/or methods; leading, guiding, and/or coordinating others; operating within a defined budget. Utilization of resources from other work units may be required to perform the job's functions. There is a continual opportunity to significantly impact the organization's services.

Work Environment

The usual and customary methods of performing the job's functions require the following physical demands: significant lifting, carrying, pushing, and/or pulling, some climbing and balancing, some stooping, kneeling, crouching, and/or crawling and significant fine finger dexterity. Generally the job requires 40% sitting, 30% walking, and 30% standing. The job is performed under some temperature variations and under conditions with some exposure to risk of injury and/or illness.

Experience: Job related experience with increasing levels of responsibility is required.

Education: Targeted, job related education with study in job-related area.

Equivalency: Graduation from high school or equivalent supplemented by college-level coursework in computer hardware and software applications or a related field and three years of related experience including hardware and software applications in a network environment.

Retention: In accordance with Education Code 45301, an employee appointed to this class must serve a probationary period of one hundred thirty (130) days of paid regular service (excluding days absent for illness or injury) during which time an employee

must demonstrate at least an overall satisfactory performance. Failure to do so shall result in the employee's termination.

Required Testing

For those candidates who meet the minimum qualifications, the assessment process will consist of any one or more of the following: Screening for most qualified candidates, Training and Experience Evaluation, a Written Test, a Performance Test, and/or a Qualifications Appraisal Interview.

Certificates and Licenses

Valid California Class C Driver License

Continuing Educ. / Training

Clearances

Fingerprint and Background Clearance
Drug Test
Tuberculosis Clearance

FLSA Status

Non-Exempt

Approval Date

Revised: 08/12/2003
Revised: 01/21/2014
Revised: 08/20/2019

Salary Grade

Classified, Range 59

SAN DIEGUITO UNION HIGH SCHOOL DISTRICT
VACANCY REPORT 10/10/19

7 current/pending vacancies in 7 different job classifications

SITE	SLOT	JOB TITLE	Hrs/Wk	FTE	STATUS
CCA	AB226	School Plant Supervisor-HS	40	1.00	Selection interview late October
LCC	AA479	Theater Technician	40	1.00	Selection interview late October
TRANS	AA498	School Bus Driver	20	0.50	Continuous recruitment
CCA	AM422	Custodian	40	1.00	Selection interview late October
ATP	AJ218	Instructional Assistant SpEd Severe	27.5	0.61	Selection interview late October
DG	AI917	Nutrition Services Assistant I	12.5	0.31	Continuous recruitment

PERSONNEL LIST

CLASSIFIED PERSONNEL

Employment

1. **Classified Artist in Residence**, employment for the 2019-20 school year per attached supplement through 06/30/20.
2. **Classified A.V.I.D Tutors**, employment for the 2019-20 school year per attached supplement through 06/30/20.
3. **Coaches**, employment for the 2019-20 school year per attached supplement through 06/30/20.
4. **Arsenian, Shelly**, School Bus Driver, SR38, 50.00% FTE, Transportation Department, effective 08/19/19.
5. **Bath, Ryan**, Instructional Assistant-SpEd (NS), SR34, 48.75% FTE, Torrey Pines High School, effective 08/26/19.
6. **Diehl, Naomi**, Health Technician SR35, 75.00% FTE, Earl Warren Middle School, effective 08/28/19.
7. **Garcia, Zoila**, Nutrition Services Assistant I, SR25, 31.25% FTE, Diegueno Middle School, effective 08/26/19.
8. **Head, Paul**, Instructional Assistant-SpEd (BI), SR36, 75.00% FTE, Carmel Valley Middle School, effective 08/26/19.
9. **Maki, Camilla**, Instructional Assistant-SpEd (NS), SR34, 48.75% FTE, San Dieguito High School Academy, effective 08/26/19.
10. **Mentado, Amy**, Instructional Assistant-SpEd (BI), SR36, 68.75% FTE, La Costa Canyon High School-ATP, effective 08/26/19.
11. **Miller, Rachel**, Receptionist, SR32, 100.00%, District Office, effective 08/20/19.
12. **Schork, Debora**, Administrative Assistant II, SR40, 100.00% FTE, District Office-Special Education Department, effective 09/10/19.
13. **Silva, Mario**, Custodian, SR32, 100.00% FTE, La Costa Canyon High School, effective 08/26/19.
14. **Snethen, Stacey**, Accounting Technician, SR42, 100.00% FTE, District Office-Finance Department, effective 08/23/19.
15. **Taylor, Ezekiel**, Instructional Assistant-SpEd (S), SR36, 68.75% FTE, La Costa Canyon High School-ATP, effective 08/26/19.
16. **Vaughn, Brittney**, Nutrition Services Operations Supervisor, Supervisory SR11, Nutrition Services Department, effective 08/19/19.

Change in Assignment

1. **Bulleit, Katharin**, from Instructional Assistant-SpEd (S), SR36, 68.75% FTE, La Costa Canyon High School-ATP to Instructional Assistant-SpEd (NS), SR34, 75.00% FTE, Earl Warren Middle School, effective 09/09/19.
2. **Dearmond, Aura**, from Nutrition Services Assistant I, SR25, 48.75% FTE, Torrey Pines High School to Nutrition Services Assistant I, SR25, 46.87% FTE, Earl Warren Middle School, effective 09/09/19.
3. **Fisher, Jill**, from Nutrition Services Assistant I, SR25, 28.12% FTE, Earl Warren Middle School to Nutrition Services Assistant I, SR25, 43.75% FTE, La Costa Canyon High School, effective 08/26/19.

4. **Magana, Norma**, from Nutrition Services Assistant I, SR25, 37.50% FTE, Oak Crest Middle School to Custodian, SR32, 100.00% FTE, San Dieguito High School Academy, effective 08/12/19.
5. **Rios, Jessica**, from School Bus Driver, SR38, 62.52% FTE, Transportation Department to Instructional Assistant-SpEd (S), SR36, 68.75% FTE, La Costa Canyon High School-ATP, effective 08/26/19.

Release of Probationary Employee

1. **Employee Number 627- 266,** School Bus Driver, SR38, 62.50% FTE, Transportation Department, effective 08/12/19.

Resignation

1. **Barney, Brooke**, Health Technician, SR35, 75.00% FTE, Earl Warren Middle School, effective 08/23/19.
2. **Becerra, Joana**, Nutrition Services Assistant I, SR25, 46.87% FTE, Earl Warren Middle School, effective 08/21/19.
3. **D'Emilio, Michael**, Instructional Assistant-SpEd(NS), SR34, 48.75% FTE, Oak Crest Middle School, effective 08/11/19.
4. **Garcia, Zoila**, Nutrition Services Assistant I, SR25, 31.25% FTE, Diegueno Middle School, effective 08/30/19.
5. **Johnson, Deborah**, Administrative Assistant II, SR40, 100.00% FTE, Earl Warren Middle School - Technology Department, resignation for the purpose of retirement, effective 12/30/19.
6. **Love, Daniel**, Director of Maintenance, Operations and Transportation, G5,R2, 100.00% FTE, Transportation Department, resignation for the purpose of retirement, effective 10/14/19.
7. **Schleining, Natalie**, Instructional Assistant-SpEd(NS), SR34, 75.00% FTE, Pacific Trails Middle School, effective 08/12/19.
8. **Wengronowitz, Cheri**, Instructional Assistant-SpEd(NS), SR34, 75.00% FTE, La Costa Canyon High School, effective 08/13/19.

Classified Personnel Supplement, September 19, 2019

Artist In Residence

CCA Classified Artist in Residence
Allen, Sherri, Theatre Arts, Canyon Crest Academy, effective 08/20/2019
Atesalp, Michael, Percussion Pedagogy, Canyon Crest Academy, effective 08/20/2019
Aust, Emily, Theatre Arts Workshop, Canyon Crest Academy, effective 08/20/2019
Carr, Nancy, Theatre Arts, Music Director, Canyon Crest Academy, effective 08/22/2019
Dunnan, Nikki, Envision Dance, Canyon Crest Academy, effective 08/20/2019
Goldman, Kenneth, Conservatory, Canyon Crest Academy, effective 08/20/2019
Goldman, Stephanie, Conservatory, Canyon Crest Academy, effective 08/29/2019
Heikkila, Barbara, Theatre Arts Choreographer, Canyon Crest Academy, effective 08/27/2019
Johnston, Shirley, Envision Choreographer, Canyon Crest Academy, effective 08/20/2019
Lipinsky, Steven, Theatre Arts Director, Canyon Crest Academy, effective 08/20/2019
McCarty, Blake, Theatre Arts, Canyon Crest Academy, effective 08/20/2019
O'Neill, Helen Elizabeth, Writing and Production Instructor, Canyon Crest Academy, effective 08/20/2019
Sapper, Katherine "Katie", Theatre Arts Workshop Instructor, Canyon Crest Academy, effective 08/20/2019
Sayre, Scott, Theatre Arts Group Instruction, Canyon Crest Academy, effective 08/20/2019
Sokol, Michael, Theatre Arts Group Instruction, Canyon Crest Academy, effective 08/20/2019
Somphanh, Souphaphone "Khamia", Envision Choreographer, Canyon Crest Academy, effective 08/20/2019
Sullivan, Skyler,Theatre Arts Workshops, Canyon Crest Academy, effective 08/20/2019
Taylor, Brittany, Theatre Arts Dance Instructor, Canyon Crest Academy, effective 08/20/2019
Wang, Paul, Theatre Arts Instructor, Canyon Crest Academy, effective 08/20/2019
Weinberg, Sadie, Theatre Arts Instructor, Canyon Crest Academy, effective 08/20/2019
Wolfe, Sharon, Theatre Arts Instructor, Canyon Crest Academy, effective 08/20/2019

CCA Certificated Artist in Residence
Brown, Zachary, Conservatory Interaction and Student Projects Coordinator, Canyon Crest Academy, effective 08/20/2019
Jarrell, Nathan, Conservatory Instruction, Canyon Crest Academy, effective 08/20/2019
McDade, Renee, Conservatory Instruction, Canyon Crest Academy, effective 08/20/2019

Melkonian, Amanda, Conservatory Research Coordinator, Canyon Crest Academy, effective 08/20/2019
Norbeck, Andrew, Conservatory Cinema, Canyon Crest Academy, effective 08/23/2019
Stiven, Timothy, Conservatory Interaction and Student Projects Coordinator, Canyon Crest Academy, effective 08/20/2019
Villanova, Amy, Conservatory Instruction, Canyon Crest Academy, effective 08/20/2019

LCC Classified Artist in Residence
Atesalp, Michael, Music Instruction, La Costa Canyon, effective 08/20/2019

TPHS Classified Artist in Residence
Sayre, Scott, Music Instructor, Torrey Pines High School, effective 08/20/2019
Weed, Mark, Music Instructor, Torrey Pines High School, effective 08/20/2019
Wetzel, Robert, Music Instructor, Torrey Pines High School, effective 08/20/2019

A.V.I.D.

CVMS
Lamonte, Marissa, Carmel Valley Middle School, effective 08/27/2019
Smith, Christopher, Carmel Valley Middle School, effective 08/27/2019

DMS
Francisco-Felipe, Raul, Diegueno Middle School, effective 08/27/2019
Garcia Zavalza, Myrka, Diegueno Middle School, effective 08/27/2019

EWMS
Serrano, Gemma, Earl Warren Middle School, effective 08/27/2019

PTMS
Hargraves, Summer, Pacific Trails Middle School effective 08/27/2019

SDA
Sandoval-Aguilar, Tomas, San Dieguito Academy, effective 08/27/2019
Velazquez, Eunice, San Dieguito Academy, effective 08/27/2019

Coaches

CCA-Walk-on
Allen, Blake, Boys Soccer Freshmen, Canyon Crest Academy, Winter Season, effective 08/19/2019
Scott, Claudia, Field Hockey Varsity Assistant, Canyon Crest Academy, Fall Season, effective 08/13/2019

LCC Walk-on
Culley, Kathleen "Katie", Cross Country, La Costa Canyon, Fall Season, effective 08/26/2019
Parker, Jon, Girls Tennis Varsity, La Costa Canyon, Fall Season, effective 08/16/2019

TPHS Walk-on
Huey, Sean, Girls Tennis Junior Varsity, Torrey Pines High School, Fall Season, effective 08/19/2019
Marcelino, Bradley, Baseball Varsity, Torrey Pines High School, Spring Season, effective 08/26/2019