CLASS TITLE: TECHNOLOGY PROJECTS SPECIALIST

BASIC FUNCTION:
Under the direction of the Network and Systems Manager, analyze, plan, install, test and document technology projects and applications for academic and/or business purposes, following systems development and project management procedures. Consult with VUSD staff and coordinate with vendors to design and modify complex network infrastructure, school room technology installation, and multi-faceted software applications. Provide technical support, direction, troubleshooting, and escalation support to Technology Services staff.

DISTINGUISHING CHARACTERISTICS:
The Technology Projects Specialist coordinates original technology projects maintenance, and modification to existing installations. The position works on all hardware, software and underlying networking and mechanical infrastructure used or anticipated by the District. The position supports multi-faceted operations, multiple platforms, and integration of network-connected equipment, academic and business information systems. The position requires the capability to consult with users from multiple functions, and then to describe, document, and implement multi-faceted solutions. The Technology Projects Specialist will demonstrate the ability to lead complex projects involving other Technology staff multiple departments and committees, work independently on multiple platforms, facilitate system integration, and implement complete solutions.

REPRESENTATIVE DUTIES:
ESSENTIAL DUTIES:
Serve as a leader for projects by coordinating and otherwise involving staff members from the Technology Services department and various organizational units.

Participate in and facilitate planning, project conceptualization, design, development, and hands-on implementation of technology projects. Research and participate in the development of system requirements, and evaluation and selection of hardware.

Define the scope for infrastructure and classroom installation, along with constraints and system requirements.

Analyze user requirements and design solutions to optimize access to technology. Document installations, configuration, work and information flow using drawings, data flow charts, and other related materials. Participate in the design and produces specifications and documentation for technology projects.

Coordinate, define, prepare, and modify installations. Design, develop, and implement useful installations of network-connected microcomputers, classroom presentation equipment, and other network-based systems.

Consult with users on applications, hardware solutions, space plans, and underlying infrastructure.

Coordinate transitions from old to new systems. Develop user and system documentation.

Plan and conduct user training, including preparation of training materials.

Provide technical support, problem resolution, and data research for end users and Technology Services.

Provide support and training for technology hardware solutions.

Troubleshoot application and hardware errors. In conjunction with users, isolate problems from symptoms, determine alternatives and develop and implement solutions. Work with staff to improve user instructions or train for better understanding.

Conduct feasibility studies for proposed applications and hardware. Prepare recommendations for schools.

Contribute to and otherwise prepare project cost estimates and schedules.

Develop and or review specifications to be sure that projects comply with District standards and goals.

Develop project schedules, work sequences, and manage these plans to project completion.

Participate in progress and quality reviews.

Maintain up-to-date knowledge of evolving computer technologies, including hardware, software, problem solving techniques, and development tools.

OTHER DUTIES:
Perform related duties as assigned.

KNOWLEDGE AND ABILITIES:
KNOWLEDGE OF:
Computer applications, operating systems, hardware, telecommunications, network systems and IP networking,
Windows server operating systems,
Windows desktop operating systems, procedures, tools, and documentation requirements as well as systems-development-life-cycles.
Complex principles and procedures of computer systems, including analysis and design.
Troubleshooting techniques and monitoring tools.
Problem solving and analysis.
Record-keeping and report preparation techniques.
Principles of training and providing work direction.
Oral and written communication skills.
Interpersonal skills using tact, patience and courtesy.

ABILITY TO:
Operate a variety of microcomputers, thin clients, printers, and peripheral equipment.
Analyze technical problems and to develop and apply appropriate solutions.
Conduct information interviews through individual conferences and group processes, and then translate user requirements into network and computer hardware installations.
Coordinate systems development functions and steps, and follow logical progressions for implementing systems.
Install, integrate, and maintain network and computer hardware and software solutions.
Provide training to on-line users in use of computer equipment and operating procedures and communicate technical and complex information to non-technical users.

Facilitate small group processes, provide technical support, and apply understandable lines of questioning when trying to understand department needs or problems.
Read, understand and apply information from technical manuals, board policy, and education code regulations.
Prioritize work in order to meet deadlines and schedules.
Read, interpret and apply complex technical information.
Communicate skillfully both effectively both orally and in writing to convey highly technical concepts with a wide range of internal contacts and to deal effectively with external contractors.
Operate computers and peripheral equipment properly and efficiently.
Work independently with little direction.
Maintain a variety of records and files.
Establish and maintain cooperative and effective working relationships with others.
Maintain regular and consistent attendance.

EDUCATION AND EXPERIENCE:
Any combination equivalent to sufficient experience, training and/or education to demonstrate the knowledge and abilities listed above. Typically, this would be gained through: college level work in computer science or related technical field and 2 years experience in network operations, network administration, data base design and administration, and personal computer support and/or. CNE or Microsoft MCSE certification with emphasis in Microsoft server administration.

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.

Approved by Personnel Commission: 01/21/2009