CLASS TITLE: LEAD TECHNOLOGY SPECIALIST

BASIC FUNCTION:
Under the direction of the Network and Systems Manager, lead and participate in the installation, configuration, maintenance, troubleshooting, diagnosis and repair of computer hardware, software, peripherals and network systems; participate in various technology projects; train and provide work direction and guidance to assigned personnel.

REPRESENTATIVE DUTIES:
ESSENTIAL DUTIES:
Lead and participate in the installation, configuration, modification and maintenance of computer hardware, software, networks and peripherals to assure smooth running of computer systems and work stations; install, upgrade and update computer software and applications as needed; monitor, evaluate and adjust activities in response to District technology needs.

Coordinate and participate in the investigation, troubleshooting, diagnosis and repair of hardware, software, application, peripheral and network system malfunctions; install, configure, maintain and repair a variety of peripherals and network components such as servers, cabling, switches and printers as required; assure proper and timely resolution of computer system malfunctions.

Receive, prioritize, assign and coordinate response to work orders; maintain and operate automated work order system.

Train and provide work direction and guidance to assigned personnel; assign employee duties and review work for accuracy, completeness and compliance with established standards and procedures; serve as a technical resource to subordinate personnel concerning computer systems, hardware, software, maintenance and repairs; provide input concerning employee evaluations.

Install, operate and assure proper functioning of network systems and related software and applications; configure and adjust network hardware, devices, software and equipment to assure smooth and efficient functioning of computer systems; replace cabling, equipment and devices as necessary.

Provide technical training to District personnel concerning the operation of computer hardware, software, peripherals, and telephones; respond to inquiries and provide detailed and technical information concerning related practices, procedures and applications.

Prepare computer equipment for staff and student use; install software and hardware and observe and test elements of the computer for evidence of incorrect performance; connect work stations to network server; configure computers for network, internet and database connectivity.

Provide assistance to District computer users with resolving hardware and software malfunctions; receive telephone calls and electronic correspondence concerning technology problems and malfunctions; provide general troubleshooting, determine type of request and provide solutions.

Monitor inventory levels of computer supplies and equipment; assist with ordering and maintaining adequate inventory levels of supplies; contact vendors to discuss and obtain product information.

Inspect computer equipment and determine need for outside assistance and repairs; coordinate, arrange for and follow up on repairs, warranty services, upgrades and replacements as needed.

Communicate with personnel and various outside agencies to exchange information and resolve issues or concerns.

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

Maintain a variety of records related to work orders, installations, repairs, status, passwords, computer equipment, software and assigned activities; maintain and update software licensing information.

Maintain current knowledge of technological advances in computer hardware and software; research solutions to complex technology issues; evaluate new technology for compatibility with District networks.

OTHER DUTIES:
Perform related duties as assigned.

KNOWLEDGE AND ABILITIES:
KNOWLEDGE OF:
Practices, procedures and techniques involved in the installation, configuration, maintenance, troubleshooting, diagnosis and repair of computer hardware, software, networks and peripherals.
Computer hardware systems and software applications utilized by the District.
Principles, methods and procedures of operating computers, network systems and peripherals.
Database structures, on-line applications and system capabilities of District computer systems.
Materials, methods and tools used in the operation and repair of computer systems.
System utilities and design and program applications.
Policies and objectives of assigned programs and activities.
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.
Technical aspects of field of specialty.

ABILITY TO:
Lead and participate in the installation, configuration, modification and maintenance of computer hardware and software to assure smooth running of computer systems and work stations.
Coordinate, oversee and participate in the investigation, troubleshooting, diagnosis and repair of system, network, hardware, software and peripheral malfunctions.
Prioritize, assign and coordinate response to work orders.
Train and provide work direction and guidance to assigned personnel.
Operate computers and peripheral equipment properly and efficiently.
Determine appropriate action within clearly defined guidelines.
Meet schedules and time lines.
Work independently with little direction.
Maintain a variety of records and files.
Communicate effectively both orally and in writing.
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 coursework in computer science or related field and three years increasingly responsible experience in the installation, maintenance and repair of computer hardware, peripheral equipment, network systems and software.

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: 09/19/2007