IT TECHNICAL SYSTEMS SPECIALIST

DEFINITION

Responsible for managing and resolving complex technical issues and developing innovative solutions for current and future technology needs through planning, developing, testing, and implementation of technology projects for the Office of the Superintendent.

TYPICAL DUTIES

Resolves complex technical issues and develops innovative solutions for current and future technology needs in collaboration with Information Technology Division staff and vendors.

Makes recommendations concerning system architecture and implementation strategies and plans, process improvement, design initiatives, and long-range development plans.

Evaluates technical requirements for an executive's participation in virtual and in person events.

Provides expert knowledge in software implementation services, evaluation, and selection.

Coordinates information technology project start-up activities, including initiating project infrastructure, project team logistics and facilities, and required start-up hardware procurement and installation.

Analyzes, formulates, and develops system approaches involving advanced and innovative methodologies, concepts, and techniques and develops application enhancements based on current and future business needs.

Designs and develops various technical reports for management.

Coordinates activities associated with operational design, product installation, and quality assurance/ inspection and directs project development teams.

Monitors the development and implementation of new departmental systems to ensure that program requirements, security, check points, documentation, and schedules are met.

Evaluates the effects of new enhancements on existing applications, production, and systems software.

Delivers, sets up, installs, modifies, and maintains, desktops, laptops, other mobile computer devices, video equipment, and other related peripherals or devices.

Inspects, troubleshoots, and diagnoses issues related to complex hardware, commercial software, peripheral devices, and local network connectivity.

Collaborates with the Information Technology Division security team to secure technical infrastructure and maintains anti-virus software for local computers and servers.

Designs and maintains a complex web site for the Office of the Superintendent.

Ensures the confidentiality and security of executive-level and District information.

Performs related duties as assigned.

DISTINGUISHING CHARACTERISTICS AMONG RELATED CLASSES

The IT Technical Systems Specialist is responsible for resolving technical issues and formulating concepts for new and modified systems to meet user requirements of the Office of the Superintendent.

The Computer Applications Specialist formulates information system concepts based on departmental needs by recommending long-range developmental plans, preparing technical specifications, analyzing hardware and software requirements, supervising software development, and assisting users in the implementation of the system.

An IT Solution Technician organizes the development, implementation, and management of the local networks, servers, and computers. Designs and maintains complex dynamic web sites for a division administrative office. May develop instructional videos, online courses, and internet/network-based solutions for use of the Division.

SUPERVISION

General direction and technical supervision are received from the Chief Information Officer or designee. Supervision is exercised over technical personnel responsible for the development and implementation of systems.

CLASS QUALIFICATIONS

Knowledge of:

Theory and practice of technology systems, procedure analysis and design
Various higher-level programming languages
Current practices on the installation, testing, diagnosing, analyzing, troubleshooting and repair of computing systems, tablets, network servers, and local area networks.
Computing systems using Windows OS, Apple Mac OS, Apple iOS, Linux Servers, Android OS, and Chrome OS
Principles of local area networks, including installation, maintenance, and repair of network cabling and hardware
Mobile device management and mobile access management technologies
Internet, software, and security applications
Firewall technology, remote access security, voice, data, and advanced local-area and wide area networking technologies
Current practices, tools, and materials involved in the configuration, maintenance, repair, and service of personal computers, network servers and printers, and laptops
Best practices in managing microcomputer operating systems, e.g. Windows 8, 10, 11 and Mac OS 10.13, 10.14, 10.15 and 11
Imaging and web site design software such as Adobe Photoshop and Macromedia Dreamweaver
Operation and maintenance of video editing and production equipment

Ability to:

Anticipate user needs based on technology trends and formulate strategies for implementation
Write and orally express difficult and complex concepts clearly and concisely
Analyze and diagnose hardware and software malfunctions and perform required repairs to microcomputers and related peripherals
Prepare technical specifications and design and implement technical modifications
Analyze and solve complex, infrastructure, equipment malfunctions, and networking problems
Maintain effective working relationships with District personnel and the public
Respond to technical emergencies caused by hardware and/or software malfunctions or employee absences
Stay abreast of technological advances in computing devices, tablets, software and operating systems
Develop standards for compliant markup, utilizing HTML with CSS driven styling and server-side scripts, such as: ASP.NET, PHP, Perl, Python, Node.js, SQL, ColdFusion, and JavaScript
Build relational databases for utilization on web applications
Maintain confidentiality while handling sensitive information
Provide work direction to others

ENTRANCE QUALIFICATIONS

Education:

Graduation from a recognized college or university with a bachelor's degree preferably in computer science or a related field. Additional qualifying experience may be substituted for the required education on a year-to-year basis provided that graduation from high school or evidence of equivalent education proficiency is met.

Experience:

Five years of combined experience in the installation, maintenance, and management of networks; and the maintenance, repair, and replacement of desktop and laptop computers, printers, and peripheral equipment. Three years of the aforementioned experience must have been in a supervisory capacity.

Experience in the development or testing and implementation of computer applications Systems, or project management involving the development and/or delivery of new software application systems and/or major enhancements for a school district is preferable.

SPECIAL NOTES

A valid driver's license to legally operate a motor vehicle in the State of California and the use of a motor vehicle.
Employees in the class are subject to call at any hour.

This class description is not a complete statement of essential functions, responsibilities, or requirements. Entrance requirements are representative of the minimum level of knowledge, skill, and/or abilities. To the extent permitted by law, management retains the discretion to add or change typical duties of a position at any time, as long as such addition or change is reasonably related to existing duties.

New Class
04-21-22
JAP

Updated
05-20-25
Transportation
Language Only