

**CENTRALIZED TECHNOLOGY & INFORMATION SUPPORT SPECIALIST****DEFINITION:**

Under the direction of the Chief Technology officer, the District Centralized Technology Support Specialist will troubleshoot and resolve computer software and hardware problems for users; perform complex tasks using computers and attached peripheral equipment; troubleshoot and resolve user-technical operating problems; provide technical direction and assistance in resolving difficult and complex computer operation problems.

Coordinates end user support by phone, email, messaging, remote support and in person to FCUSD staff including proprietary and third party web applications, Windows, Google Chrome and Apple standard hardware and applications, mobile device hardware and applications. District standards on hardware and software change over time, and adapting knowledge base and updating skills are expected as part of responsibilities.

As a centralized technician, coordinates with other ETIS site technicians to provide end user support, establish/adjust ETIS service level agreements, including problem resolution expectations and timeframes, analyze help desk system performance, trends and statistics, and the testing and implementation of new hardware and software associated with business and curriculum needs.

**QUALIFICATIONS:**

- Education: A bachelor's degree in business, communications, or information systems is preferred or equivalent experience.
- Qualifications: Candidates with higher education and/or K-12 education technology support experience are encouraged to apply.
- Certifications: Possession of a valid California driver's license and insurance. This position requires the use of the employee's personal vehicle.

**DISTINGUISHING CHARACTERISTICS:**

- Distinguished from that of ETIS Support Specialist I and II, in that the scope of work and responsibilities are District centralized and will resolve escalated Tier I and II technical issues.
- Has experience providing technical support to end users of web applications
- Must be a self-starter, capable of being productive in a fast-paced virtual office environment, possessing the ability to manage multiple tasks simultaneously with a process focus and the desire to continually learn new technologies
- Will have proven customer service skills and will be able to communicate effectively with users and staff of varying technical ability
- Windows, Apple and Google Chrome desktop and mobile hardware and operating systems, Microsoft Office, Google Apps, etc.
- The applicant must possess willingness and ability to quickly learn new applications and enterprise tools

**TYPICAL DUTIES AND RESPONSIBILITIES:**

- Assisting network, site support and academic technology integration teams with coordination of end-user support and school site technology device initiatives and projects.
- Receives escalations from Tier I & II, Site Technician support.
- Provides tier one phone, email, messaging and remote support to FCUSD staff including proprietary and third party web applications, Windows, Google Chrome and Mac standard hardware and applications, mobile device hardware and applications
  - Serves as the initial point of contact for troubleshooting all IT related problems, including hardware/software, passwords, and printer problems
  - Categorizes, logs and tracks work orders and prioritizes according to ETIS protocols in work order system
  - Perform work related assignments at various District locations.
  - Dispatch requests as required to appropriate Site Technicians and third tier support staff for resolution
  - Routes non IT requests to appropriate department for resolution
  - Provides regular updates to ETIS team on user support trends and recommends process and system improvements to reduce the overall number of support requests

- Creates and organizes ETIS documentation and knowledge base articles
- Maintains District hardware and software inventories
- Maintain and manage computer and mobile device image libraries.
- Central contact for software and hardware vendors to request service regarding defective and warranty products.
- Coordinates hardware replacement, school site technology device initiatives and projects.
- Assists ETIS Network Team with software quality testing, hardware and software deployments, and special projects as required
- Coordinates ETIS Site Technology Specialists with new hire onboarding, IT orientation and new systems training
- Train users on software and hardware on site or in a classroom environment, or recommend outside contractors to provide training.
- Assists in preparation of organizational data and reports
- Collaborates as a member of the ETIS Team:
  - Coordinates and cooperate with ETIS staff to ensure the department's mission, programs, products and services are consistently presented in a strong, positive image to relevant stakeholders.
  - Attends and participates in ETIS meetings and any required organizational or planning meetings as directed

### **KNOWLEDGE, SKILLS, AND ABILITIES:**

#### **KNOWLEDGE OF:**

- Methods, operations, materials, tools and terminology related to the installation, configuration, maintenance, operation and repair of District computer and mobile device systems.
- Software applications used to manage and maintain district-wide computer and mobile device systems.
- A broad understanding of the principles of Active Directory and local and wide area networks.
- User-training principles and practices.

#### **ABILITY TO:**

- Analyze, diagnose and resolve problems related to district-wide computer and mobile device systems.
- Safely and appropriately operate the tools and technology assigned and associated with the performance of the position.
- Effectively assist end users, with varying degrees of technology ability, while demonstrating a high level of customer service skills.
- Analyze multiple job requirements and set priorities for optimum efficiency in a multi-tasking environment.
- Demonstrate leadership skills and abilities.
- Work independently with a minimum of supervision.
- Understand and carry out oral and written directions.
- Communicate both orally and in writing in a clear and concise manner.
- Apply policies and procedures.
- Establish and maintain cooperative and effective working relationships

### **PHYSICAL REQUIREMENTS:**

**Physical Abilities** include the usual and customary methods of performing the job's functions and require the following physical demands: occasional lifting, carrying, pushing and/or pulling; some climbing and balancing, some stooping, kneeling, crouching; reaching, handling, touching and/or feeling; manual dexterity to operate a telephone and enter data into a computer.

**Significant physical abilities** include ability to sit at a desk, conference table, or in meetings of various configurations for extended periods of time; see and read, with or without visual aids, laws and codes, rules, policies and other printed matter, computer screens and printouts; hear and understand speech at normal room levels and hear and understand speech on the telephone; speak in audible tones so that others may understand clearly in normal conversations.

### **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.
- Employees in this position will be required to work indoors in a standard office environment and come in direct contact with district staff and the public.