SCHOOL DISTRICT TECHNICAL SERVICES SPECIALIST

DISTINGUISHING FEATURES OF THE CLASS: The work involves the responsibility for installing, maintaining, coordinating and supporting the school district's technology services; including computer hardware, software, servers, and network /communications equipment and programs. An incumbent is responsible for coordinating installations and providing technical assistance to system users. The technical assistance involves the diagnosing/trouble-shooting of computer problems relating to software packages and basic hardware issues, and providing subsequent on-going maintenance of such. The work is performed under the general supervision of the designated administrator, with substantial leeway allowed for exercising independent judgement in carrying out the details of the work. Supervision over assigned technical and clerical staff may be a function of this class. Does related work as required.

TYPICAL WORK ACTIVITIES: The typical work activities listed below, while providing representative examples of the variety of work assignments in the title, do not describe any individual position. Incumbents in this title may perform some or all of the following, as well as other related activities not described.

Coordinates the planning, installation, and maintenance of all computer equipment, terminals, modems, printers, telephone lines and audio visual equipment etc.;

Installs, maintains and updates computer hardware and software for all Operating Systems platforms and Local Area Network (LAN) workstations and servers used in the district;

Performs software upgrades and patches on networked PC's, either in the lab using PC Anywhere (or similar) software or on-site in the district;

Provides first-level technical diagnosis and trouble shooting on all equipment and networks;

Performs maintenance and minor repairs on all district PC's;

Provides systematic in-depth technical analysis to identify, isolate and follow-up problems with networked PC and software functionality;

Maintains a log of all computer hardware/software problems, and keeps supervisor informed of repeated problems and recommended course of action;

Recommends purchases of operating systems software and preventive maintenance and/or corrective programs (such as anti-virus software packages) with vendors;

Maintains security on all web-based products and databases in the school district, adhering to the guidelines of the software copyrights, and domain security criteria;

Maintains current inventory logs on all equipment, software and networks;

Meets directly with vendors and makes recommendations to districts regarding new software;

Schedules the repair and maintenance of all office and computer lab equipment and software, assuring constant connectivity;

May create documentation for instructing system administrators, technicians, and end-users in procedures and utilization of hardware and software in the system;

May serve as back up in other technical areas including NetWare (NW) administration;

May import and migrate data to networked workstations in computer lab environment;

May conduct training sessions with school district personnel for new equipment functionality.

FULL PERFORMANCE KNOWLEDGES, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS: Thorough knowledge of the concepts, use and capabilities of a telecommunications network; good knowledge of standard Operating Systems platforms; good knowledge of hardware/ software trouble shooting procedures pertaining to personal computers and related equipment; skill in repairing computer hardware and peripherals; ability to work with personal computer and software vendor service personnel; ability to read and understand technical manuals; ability to prepare written reports; ability to speak before moderate size groups; manual dexterity, tact, and courtesy.

MINIMUM QUALIFICATIONS: Either:

A. Graduation from a New York State registered or regionally accredited college or university with a Bachelor's Degree in Computer Science, Information Technology, Management Information Systems, or closely related field and three (3) years of full-time paid, or its' part-time equivalent, technical experience in a computer center environment; **OR**

B. Graduation from a New York State registered or regionally accredited college or university with a Bachelor's Degree and four (4) years of full-time paid, or its' part-time equivalent, technical experience in a computer center environment; **OR**

C. Graduation from a New York State registered or regionally accredited college with an Associate's Degree in Computer Science, Information Technology, Management Information Systems, or closely related field and five (5) years of full-time paid, or its' part-time equivalent, technical experience in a computer center environment; **OR**

D. An equivalent combination of training and experience as indicated in A, B, and C above.

Note: Applicant must possess network certification from a recognized technical accreditation organization such as: Microsoft Certified Systems Engineer, Cisco Certified Network Professional, Novell Certified Netware Engineer, or Novell Certified Netware Administrator within one (1) year of appointment date.