

# Job Description

San Ramon Valley Unified School District

## Computer Systems Specialist Technician

### Purpose Statement

The job of Computer Systems Specialist Technician is done for the purpose of functioning as lead contact for computer support when Supervisor is unavailable; providing input for related projects or programs, including but not limited to assistance in identifying needs for these projects; performing independent, analytical, highly complex Tier III and advanced technical support to users of various District systems hardware and software applications; guiding and problem solving with technical personnel; generating, collecting, and analyzing data for technical support; providing input and direction for instructional applications; performing hardware and software troubleshooting; resolving software and hardware problems; preparing and disseminating information regarding the use of District hardware and software systems; and installing, upgrading, and configuring workstations within the District.

This job reports to Assigned Supervisor

### Essential Functions

- Assesses malfunctions of computer hardware and software applications for the purpose of following established protocols and determining appropriate action.
- Assists in the monitoring of District technology systems for the purpose of ensuring functionality of computers, software, and peripheral devices by staff.
- Coordinates with stakeholders for the purpose of ensuring the technology needs of the department and District are met.
- Develops user job aids and on-line library of supplemental instructions for the purpose of enhancing staff ability to utilize computer hardware and software applications.
- Facilitates meetings as needed for the purpose of conveying and gathering information required to perform job functions.
- Implements solutions, on approval, to a wide variety of complex issues for the purpose of addressing the technology needs of the district.
- Installs a variety of systems for the purpose of ensuring availability for use by District personnel.
- Maintains user job aids and on-line library of supplemental instructions for the purpose of enhancing staff ability to utilize technology hardware and software.
- Performs a variety of work-related actions for the purpose of meeting the technical device needs of the District.
- Prepares information for the purpose of documenting activities, providing written reference, and conveying information.
- Provides training and in-service for end users as needed for the purpose of ensuring the efficient use of computers, peripherals, software, and systems.

- Recommends solutions to a wide variety of complex issues for the purpose of addressing the technology needs of the District.
- Researches work-related topics for the purpose of providing information, remaining current, identifying solutions, and making recommendations to technology management.
- Responds to requests from assigned stakeholders for the purpose of providing information, resolving issues, and making recommendations.
- Troubleshoots computer-related problems for the purpose of providing timely assistance to users and Tier I and II staff for problem resolution at Tier III level.

### **Other Functions**

- Performs other related duties as assigned for the purpose of ensuring the efficient and effective functioning of the work unit.

### **Job Requirements: Minimum Qualifications**

#### **Skills, Knowledge and Abilities**

SKILLS are required to perform multiple, technical tasks with a need to occasionally upgrade skills in order to meet changing job conditions. Specific skill based competencies required to satisfactorily perform the functions of the job include: training technical and non-technical audiences; managing and organizing assigned projects; preparing and maintaining technical records; adhering to safety practices; planning and managing projects; and gathering information to diagnose problems.

KNOWLEDGE is required to perform basic math, including calculations using fractions, percents, and/or ratios; read technical information, compose a variety of documents, and/or facilitate group discussions; and solve practical problems. Specific knowledge based competencies required to satisfactorily perform the functions of the job include: current generation and legacy computer operating and peripheral systems; computer hardware/software and troubleshooting techniques; systems security; basic computer networking knowledge; principles of effective written and oral communication; and various application software for multi-platforms.

ABILITY is required to schedule activities, meetings, and/or events; gather, collate, and/or classify data; and consider a number of factors when using equipment. Flexibility is required to independently work with others in a wide variety of circumstances; work with data utilizing defined but different processes; and operate equipment using a variety of processes. Ability is also required to work with a diversity of individuals and/or groups; work with a variety of data; and utilize a variety of types of job-related equipment. Problem solving is required to analyze issues and create action plans. Problem solving with data requires independent interpretation of guidelines; and problem solving with equipment is significant. Specific ability based competencies required to satisfactorily perform the functions of the job include: developing effective working relationships; understanding and following instructions; communicating with persons with diverse technical knowledge and skills; providing clear instructions; working with frequent interruptions; and setting priorities.

#### **Responsibility**

Responsibilities include: working under limited supervision following standardized practices and/or methods; leading, guiding, and/or coordinating others; operating within a defined budget. Utilization of resources from other work units may be required to perform the job's functions. There is a continual opportunity to significantly impact the organization's services.

#### **Work Environment**

The usual and customary methods of performing the job's functions require the following physical demands: occasional lifting, carrying, pushing, and/or pulling, some stooping, kneeling, crouching, and/or crawling and significant fine finger dexterity. Generally the job requires 50% sitting, 25% walking, and 25% standing. The job is performed in a generally hazard free environment and in a clean atmosphere.

**Experience:** Five years experience working in a technology team environment, providing high level technical advice and support OR three years experience working in a technology team environment, providing high level technical advice and support in a technology team environment and an A.A. Degree in computer related studies. Experience in an educational setting preferred.

**Education (Minimum):** Any combination of education and experience or experience equivalent to A.A. Degree in computer related studies.

**Education (Preferred):** B.S. preferred.

**Equivalency:** Extensive experience with increasing levels of responsibility demonstrated.

**Required Testing**

None Required

**Certificates and Licenses**

Valid Driver's License  
Ladder and Lifting Training

**Continuing Educ. / Training**

Maintains Certificates and/or Licenses  
District Mandated Training

**Clearances**

Criminal Background Clearance  
Tuberculosis Clearance

**FLSA Status**

Non Exempt

**Approval Date**

December 14, 2021

**Revised Date**

**Salary Grade**

Range 30