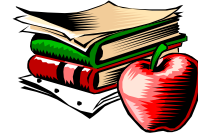




JOB DESCRIPTION
TULARE JOINT UNION HIGH SCHOOL DISTRICT
426 North Blackstone, Tulare, CA 93274



Technology Technician II
Revised 11/1/2011

DEFINITION

Under the supervision of the Director of Technology, performs a variety of technical duties related to the installation, operation, and support of district instructional and management technologies; and other related duties as required.

EXAMPLES OF DUTIES/ESSENTIAL FUNCTIONS

- Develop, monitor, and maintain backup solutions for essential services and data throughout the District. E
- Install, configure, and maintain local and wide area network equipment including file servers, workstation, routers, switches, wireless hardware, printers, and network cabling throughout the District. E
- Install, configure and maintain managed wireless networks. E
- Maintain and support district e-mail system. E
- Maintain document storage solutions. E
- Maintain video streaming services.
- Support multiple mobile devices for e-mail access.
- Install and troubleshoot software issues and provide instruction regarding its use. E
- Develop and maintain a regular equipment cleaning and maintenance schedule for assigned technology inventory. E
- Diagnose, troubleshoot, and resolve stand-alone and network hardware, software, and telecommunications problems. E
- Provide support for administrative systems such as business systems, student information systems, and parent notification systems. E
- Provide on-site support as necessary to maintain efficient operations throughout the District.
- Assist in the development and implementation of training in the use of technology. E
- Provide training to staff on proper use of hardware and software including troubleshooting of minor system setup and repair problems. E
- Learn, diagnose, and support software used within the District. E
- Maintain records including equipment inventory, operational documentation, system support logs, training materials, support tickets, and other pertinent documents related to computer and network operations. E
- Provide assistance in the collection and analysis of local and wide area network performance data to ensure secure and efficient operation. E
- Manage inventories of technology supply and replacement parts.
- Create and maintain training and self help documentation. E
- Perform other related duties as assigned.

MINIMUM QUALIFICATIONS

Education

High School Diploma
Specialized training in one or more of the desired skill areas.

Experience

Two years experience supporting and maintaining networked workstations in a commercial, governmental, educational, or non-profit organization.
Two additional years of Information Technology related work.

Licenses and Other Requirements

DOJ and FBI fingerprint clearance

Negative TB test within the last four years

California Driver's License

KNOWLEDGE AND ABILITIES

Knowledge of

- The Tulare Joint Union High School District Technology Use Plan.
- Computer server and workstation hardware, RAID, SAN, NAS, and backup technologies.
- IP networking, sub-netting, routing, virtual LANs, switch, and router configuration.
- Computer and network installation, diagnostic, and repair practices and procedures.

Ability to

1. Install, configure, and troubleshoot server operating systems and services.
2. Schedule repairs in a manner that is least disruptive to students and staff.
3. Work effectively without immediate supervision.
4. Maintain effective and professional relationships with managers, staff, students, and vendors.
5. Maintain records and documentation.
6. Work with confidential information, especially as it pertains to student information.
7. Learn software and aid in its implementation in the classroom.
8. Train end users to effectively use existing and new technologies.

PHYSICAL DEMANDS AND WORKING CONDITIONS

Environment

- Indoor environment.
- May require driving a vehicle to conduct work.

Physical Demands

- Verbal, auditory, and written capabilities to effectively communicate in an articulate manner.
- Sitting or standing for extended periods of time.
- Occasional bending, reaching, and stretching.
- Occasional kneeling, crouching, and squatting.
- Occasional lifting, carrying, pushing, or pulling heavy objects weighing 50 pounds or more.
- Reaching horizontally and above the shoulders to retrieve supplies and install/check cables and wires.