

TECHNOLOGY APPLICATION SPECIALIST

DEFINITION

Under general supervision, plan, organize, manage, and maintain the locally hosted and cloud based applications throughout the district to include: Microsoft Office 365, Google Apps for Education, Blackboard Connect, SchoolWires Web Sites, ParentLink Mobile Application, Microsoft Exchange, SchoolFusion Web Sites, Follett Destiny, Renaissance Learning, Scholastic, Discovery Streaming, Study Island, Clever, Think Central, Typing Agent, and other applications; instruct and train district technology personnel at various sites in the use of all application systems; have a working knowledge in multi-platform environments; and do other related work as assigned.

ESSENTIAL FUNCTIONS

Perform a variety of technical functions including evaluate, install, test, implement, monitor, and maintain complex systems, application software, and hardware on the District's systems; maintain network and system backups, understand licensing, implement security protection; provide remote and on-site systems administration; manage and maintain network and systems documentation and advise supervisor regarding what is needed for disaster prevention and recovery plans and implement as directed; anticipate and resolve issues related to resource use and other technical areas; communicate effectively with end users both orally and in writing; implement and maintain applications systems; perform periodic updates to applications; other duties as assigned.

EMPLOYMENT STANDARDS

KNOWLEDGE AND ABILITIES

Knowledge of:

Methods of administering and managing information technology hardware/software;

Methods, procedures, materials and techniques used in the installation and maintenance of application systems including both hardware and software;

Provide support for current and emerging technologies such as Chromebooks, iOS devices, Android based devices, Windows, Apple, and Linux operating systems;

Support District approved devices including personally owned devices;

Support database applications based on MSSQL, MySQL, and other DBMSs;

Methods, procedures and techniques related to Open and Active Directory;

Methods of testing and troubleshooting hardware/software problems; Design elements and implementation strategies for new technical solutions;

Methods and procedures to ensure that products and services meet overall security objectives; Networked computer system environments and device capabilities including IR, WiFi and Bluetooth;

Application systems, security guidelines and industry "best practices";

Fast-paced, stressful environments;

Techniques and skills to design and evaluate application and network systems;

Techniques and skills to design and manage complex projects involving people and technology;

Techniques and skills to solve complex technical problems involving integrated operating systems and hardware platforms;

Perform skilled tasks utilizing electronic and diagnostic equipment/software in support of the District's servers and application systems;

Maintain network backups, licensing, and security protection;

Schedule work and organize activities in ways to optimize working time; Support and train end-users in a wide range of software applications as needed; Read, understand, and apply complex technical information;

Master new computer and communications systems technology; Communicate effectively in oral and written form;

Ability to:

Skillfully install, maintain, and support a variety of communications hardware and software products;
Establish and maintain an effective working relationship with people contacted in the course of work;
Relate effectively with racially and ethnically diverse staff, students, and community;
Coordinate and oversee maintenance and changes to the production environment;
Develop and update processes and procedures;
Work effectively with cross-functional teams to define technical requirements and identify/resolve technical issues;
Provide statistical information upon request in relation to system and security activities; Work independently;
Implement data solutions;
Assess and prioritize multiple tasks, projects, and demands;
Operate a personal computer utilizing a variety of software applications; Basic understanding of electrical safety procedures;
Effective telephone skills and techniques of customer service.

EDUCATION AND EXPERIENCE

Education:

A Bachelor's Degree in Computer Science; AND three (3) years of computer systems installation and maintenance experience; OR an equivalent combination of education and experience.

Experience:

A minimum of five (5) years experience managing IP based application systems and application networks, including experience in installing hardware and software, and trouble-shooting network problems. Experience and a good understanding of Ethernet networks, Windows server operating systems, Linux server operating systems.

REQUIRED LICENSES AND/OR CERTIFICATES

Must possess one or more of the following certifications: CompTIA A+, CompTIA N+, CompTIA Cloud+, Microsoft MCSE or MCSA, Cisco CCNP or CCNA. Other network and/or industry certifications or experience may be substituted where appropriate. Must possess a valid and appropriate California driver's license and qualify for insurability with the District's insurance carrier.

PHYSICAL REQUIREMENTS AND WORKING CONDITIONS

Strength:

Work may involve lifting, carrying, pushing, and/or pulling of objects weighing up to 75 pounds with frequent lifting of objects that weigh up to 50 pounds; physical dexterity in limbs and digits necessary to operate equipment used in the electronic trade.

Working Conditions:

Must be able to sit for prolonged periods of time in front of a computer. May require a significant amount of walking during the course of the work day.

Additional Requirements:

May be required to work outside the traditional work schedule. May be called out to work off-shift in emergency situations. According to the needs of the organization, some incumbents in this job class may be required to obtain specific technical certifications.

Pre-placement Physical: Class I