

FRESNO UNIFIED SCHOOL DISTRICT
Position Description

TITLE:	Systems Technician I	REPORTS TO:	Assigned Supervisor
DEPARTMENT:	Information Technology	CLASSIFICATION:	Classified
FLSA:	Non-exempt	WORK YEAR:	Varies
BOARD APPROVAL:	March 24, 2010	SALARY:	G-43/CSEA 125 Salary Schedule

BASIC FUNCTION:

Under general direction of an assigned supervisor, perform activities necessary to implement, monitor, install, support, maintain, patch, troubleshoot, and upgrade specific server-based operating systems, utilities, and enterprise applications to provide reasonable, timely delivery of professional services to the District in support of student learning at a high level.

REPRESENTATIVE DUTIES: (Incumbents may perform any combination of the essential functions shown below. This position description is not intended to be an exhaustive list of all duties, knowledge, or abilities associated with this classification, but is intended to accurately reflect the principal job elements.)

Coordinate with supervisor(s) to implement, monitor, install, support, maintain, patch, troubleshoot, and upgrade specific server-based operating systems, utilities, and enterprise applications to provide reasonable, timely delivery of professional service. *E*

Deploy, update, and maintain basic security for server operating system and application software, and other computers as needed. *E*

Run provided scripts as needed to ensure effectiveness. *E*

Install server hardware and components such as disks, memory and other components in a reasonable, timely manner to meet the needs of the District. *E*

Perform basic troubleshooting including examining logs, running tools, understanding and remedying common Windows problems, and some network issues. *E*

Schedule, view and run application tasks as specified, including backups and recovery to ensure effective operation. *E*

Create, follow and maintain written and verbal procedures; prepare written technical documentation, training material, standards, reports, and other documents as assigned. *E*

Provide technical support, guidance and clear directions to others as needed. *E*

Perform related duties as assigned.

EDUCATION AND EXPERIENCE:

Any combination equivalent to: two years of college-level course work in information systems, computer science or related field, supplemented with course work or experience in the training, programming, use, and installation of server hardware and software; one year of professional experience in position related to job duties.

LICENSES AND OTHER REQUIREMENTS:

Valid California driver's license; Microsoft Certified Technology Specialist or equivalent or ability to obtain within one year.

Special Requirement:

This position may work additional assignments including evenings and weekends to accommodate testing, support, maintenance and potential call back duty responsibilities.

KNOWLEDGE AND ABILITIES:

KNOWLEDGE OF:

Server hardware, operating systems and software.
Scripting Languages.
Server security, including relationship of user directories.
Networking concepts, practices and troubleshooting.
Server backup and recovery.
Troubleshooting techniques, such examining logs, running tools, understanding and remedying Windows and server problems, and other related issues.
Server environment requirements.
Written and verbal procedures.
Interpersonal skills using tact, patience and courtesy.
Correct English usage, grammar, spelling, punctuation and vocabulary.
Technical aspects of field of specialty.

ABILITY TO:

Use operating systems, spreadsheet and word processing to prepare reports, training materials and other documents related to assigned duties.
Deploy and configure servers and other computers, including operating system, applications, patches and security.
Install server hardware and components.
Troubleshoot and solve basic server and network issues quickly and accurately.
Establish and maintain cooperative and effective relationships with a diverse range of working people.
Run provided scripts.
Manage computers remotely and work in a virtualized environment.
Run and process server backup and recovery.
Run and schedule tasks.
Create, follow and maintain written and verbal procedures.
Communicate, understand and follow both oral and written directions effectively.
Plan, prioritize and schedule work to meet schedules and timelines.
Work independently with little direction.
Learn new or updated computer systems/software programs and technologies to apply to current work.
Communicate using patience and courtesy in a manner that reflects positively on the organization.
Actively participate in meeting District goals and outcomes.
Apply integrity and trust in all situations.
Learn District organization, operations, policies, objectives and goal.

WORKING CONDITIONS:

ENVIRONMENT:

Technical environment; occasionally subject to noise from office and computer operations; extended viewing of computer monitor.

PHYSICAL ABILITIES:

With reasonable accommodations, if necessary, sitting and standing for extended periods of time; seeing to observe monitor and to respond to computer malfunctions; hearing and speaking to communicate with users and co-workers; dexterity to operate computer and other office equipment; lifting to move computer equipment; reaching overhead, above the shoulders and horizontally, kneeling, crouching or bending at the waist to retrieve or store files and equipment.

Fresno Unified School District is an Equal Opportunity Employer and reasonable accommodations are made under the American with Disabilities Act as required by law.

E= Essential Functions