

FRESNO UNIFIED SCHOOL DISTRICT
Position Description

TITLE:	Systems Technician II	REPORTS TO:	Assigned Supervisor
DEPARTMENT:	Information Technology	CLASSIFICATION:	Classified
FLSA:	Non-exempt	WORK YEAR:	Varies
BOARD APPROVAL:	March 24, 2010	SALARY:	G-51/CSEA 125 Salary Schedule

BASIC FUNCTION:

Under general direction of an assigned supervisor, responsible for the monitoring, operation, and maintenance of assigned enterprise server-based systems; performs activities required to analyze, implement, install, support, maintain, patch, troubleshoot, document and upgrade specific 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; provide training, clear direction and guidance to others.

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.)

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

Creates and run simple scripts for the purpose of automating routine tasks and performing basic monitoring. **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**

Responsible for key applications and multiple servers; ensure proper operation of applications and servers. **E**

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

Perform troubleshooting such as examining logs, running tools, understanding and remedying common Windows and server problems, and some network issues. **E**

Works closely with vendors to evaluate and track issues to ensure timely resolutions to meet the needs of the end-users. **E**

Monitor environment of server area and notify the appropriate personnel or department in a reasonable, timely manner regarding out of tolerance conditions. **E**

Work with other staff members on assigned tasks, leading, assisting and instructing where needed. **E**

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

Provide training to staff and users; prepare and instruct in-service sessions regarding use of computer hardware and software programs. **E**

Perform related duties as assigned.

EDUCATION AND EXPERIENCE:

Any combination equivalent to: bachelor's degree 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; three years 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 and pass test in Server Technology.

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:**

Scripting Languages.

Networking concepts, practices and troubleshooting, firewalls, networking equipment functions, File and Print Services.

Server backup and recovery.

Troubleshooting techniques, such examining logs, running tools, and understanding and remedying Windows and server problems, and other related issues.

Server environmental requirements.

Written and verbal procedures.

Server security and systems modeling.

Installation of server hardware.

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 working relationships with a diverse range of people.

Create simple 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.

Read and create reports.

Respond to support requests and needs after hours and on weekends.

Provide training and clear directions to staff and users.

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