

EL DORADO COUNTY OFFICE OF EDUCATION

CLASS SPECIFICATION

CLASS TITLE: System Technician

Job Purpose Statement: Under General supervision of the Director of Information Technology, position is responsible for ongoing maintenance, development and support of the systems. Essential duties include implementation and configuration of new and repurposed technology equipment and software; coordinating technology; providing ongoing maintenance and troubleshooting of existing systems; prioritizing and responding to support calls and helpdesk tickets; creating employee accounts for authentication to systems; maintaining security standards; development of specialized system procedures; training staff on new or existing software and hardware; providing support to school districts throughout the county as needed. Assignments are based on well accepted techniques and procedures and departmental standards and policies. Performance is judged by frequent reviews of work in progress. Supervision of work assigned varies depending on the size, scope and complexity of the task being administered.

Essential Job Functions:

- Performs basic systems security administration functions, including creating customer profiles and accounts for the purpose of managing user identification.
- Monitors and manages system resources, including CPU usage, disk usage, backup systems, and response times for the purpose of maintaining operating efficiency.
- Performs systems backups and recovery procedures for the purpose of maintaining operating efficiency.
- Writes or modifies basic scripts for the purpose of resolving performance problems and automating systems administration tasks.
- Participates in disaster recovery testing for the purpose of recovering data in the event of a disaster.
- Maintains system documentation and logs for the purpose of diagnosis and resolution of problems.
- Performs or assists in troubleshooting and diagnosing production problems for the purpose of correcting identified problems.
- Performs some systems administration functions for servers for the purpose of maintaining operating efficiency.
- Deploy new computer systems for employees and students by utilizing industry deployment software and configuring settings and software to match the needs of the end user.

- Maintain and upgrade aging technology for the purpose of extending the life span of existing equipment.
- Configure and deploy mobile devices which include, but are not limited to, smartphones, tablets, laptops, and Chromebooks.
- Deploy new printers and troubleshoot network related issues to provide information and collaborate with the Network/Systems Administrator.
- Comply with state and federal privacy laws to protect the confidentiality of data.
- Provide monitoring and primary response and intervention for information technology related security incidents and violations for the purpose of maintaining a secure system.
- Manage and support secure Virtual Private Networks (VPNs) for the purpose of providing and maintaining secure systems.
- Implement and maintain HIPAA requirements for the purpose of maintaining confidentiality.
- Keep current with new security and monitoring technologies, applicable laws and regulations for the purpose of ensuring a secure system
- Prepare necessary records for departmental support for the purpose of documenting procedures.
- Travel to work sites, training classes and conferences for the purpose of supporting remote work sites and receiving training for new technology as it becomes available.
- Perform other miscellaneous duties as assigned for the purpose of maintaining operating efficiency.

Job requirements - Qualifications

Experience: One year of current professional experience in information technology systems support, help desk support, application programming, or systems analysis. Work experience in an educational setting is preferred.

Education: Equivalent to a Bachelor's degree from an accredited college or university with major course work in Computer Science, Management Information Systems, or a closely related field.

Two years of current professional experience in information technology systems support may be substituted.

Skills, Knowledge and/or Abilities:

Skills to: Develop network performance and security reports to include compilation, analysis and interpretation of results. Troubleshoot and diagnose severity of LAN problems and make repairs with little or no assistance. Think critically – Use logic and analysis to identify the potential enhancements and flaws in security measures. Make decisions and resolve problems – Seek out information and data to evaluate, prioritize and formulate best solution or practice. Demonstrate leadership and foster collaborative team approach – interacts well with front line and management providing consultation and expert advice on systems security related topics. Analyze, interpret and present research findings into clear, concise reports. Communicate clearly and concisely, both orally and in writing. Establish and maintain effective working relationships; work independently and demonstrate initiative.

Knowledge of: Concepts and administration of computer operating systems and applications, Practices and methods of systems administration and maintenance. Data storage and communications. Principles, practices, and techniques in the installation, maintenance and troubleshooting of hardware and software. PC operating systems such as Windows, MacOS, ChromeOS, and Linux, mobile operating systems such as iOS and Android, and cloud systems such as Office 365 and Google Apps for Education.

Abilities to: Sit for prolonged periods, Maintain and verify completeness of records. Meet schedules and deadlines, communicate with persons with varied cultural and educational backgrounds, communicate in oral and written forms.

Licenses, Certifications, Bonding, and/or testing required: TB test clearance, Criminal Justice fingerprint clearance. Required to operate own vehicle during the course of employment, must possess a valid California Driver's license and evidence of insurability. Skills test may be administered during selection process.

Schedule D, Range 39

Approved by Personnel Commission 6/07

Revised 7/1/11; 10/20/2021