



OPEN AND PROMOTIONAL

July 19, 2022

The La Habra City School District Personnel Commission announces the establishment of an eligibility list for the following position.

INFORMATION SERVICES TECHNICIAN I

Salary: \$21.097/hour – \$26.983/hour (6 steps)
(5 hours/day – 10 months/year)

Definition

Under the supervision of the Director of Technology, plan, organize and perform technical and media center functions; provide first tier technical support and reference assistance to students, staff and other patrons; respond to help desk requests, and maintain school site reference material and technology inventory.

Defining Characteristics

Positions in this classification are the entry level in the Information Services Technician series and will support elementary school staff, students and patrons.

Typical Tasks

- Provide support to teachers, administrators, students and other patrons in the operation of the media center, computer lab, video conferencing equipment, wireless networks, and other technology, in person and through the use of Helpdesk.
- Conduct media center and computer lab orientations for students and staff; explains and demonstrates the location and use of reference materials and technology equipment; explains media center and computer lab policies and procedures.
- Inspect media center and technology equipment; pull and route materials in need of mending, binding or discarding; assess needs for replacement or repair; perform minor repairs to damaged books and media center materials.
- Assist students in researching, locating and selecting materials for classroom use and in proper methods of utilizing reference materials; also assist teachers in locating and selecting materials as needed.
- Monitor and maintain acceptable school behavior in the media center and labs.
- Maintain and update school site library and hardware inventory, educational software and various student information databases.
- Act as a technical resource for school site and state assessment cycles.
- Perform a variety of clerical work such as typing, filing, answering phones, receiving materials, and preparing reports.
- Assist in receiving, assembling, installing, configuring, and troubleshooting new and existing technology hardware and software.
- Perform basic repairs on various computer workstations, video conferencing equipment, tablets and peripherals.
- Dispose of obsolete equipment according to established guidelines.
- Perform other related duties as required.

Minimum Qualifications

Education: Equivalent to completion of high school or General Education Diploma (GED) supplemented by training and/or coursework in computer operation or Microsoft Suite.

Experience: Two years recent experience providing customer support in a technology environment utilizing Windows operating systems required. Experience with library operations and procedures utilizing an automated library system and helpdesk; and working with children preferred.

Knowledge of:

- Basic PC troubleshooting, Windows operating systems and Microsoft Office;
- Current computer technology and help desk principles.
- iOS devices.
- Standard office practices and library terminology and procedures.

Ability to:

- Operate all aspects of desktop computer and tablet operating systems.
- Communicate clearly and concisely both orally and written.
- Demonstrate good interpersonal skills to work with students, teachers, administrators, and co-workers.
- Keep current with technology changes.
- Instruct staff in the use and care of computer technology and software with limited supervision.
- Prioritize and complete work within required deadlines.
- Multi-task while maintaining patience and flexibility.
- Oversee library operations.
- Maintain good working relations with all levels of personnel.
- Work with students and staff individually or in a class setting.

Other Requirements/

License: Valid California drivers' license; have transportation; and be insurable.

PHYSICAL REQUIREMENTS

The work environment and physical demands of the position as described below is representative of those that must be met by an employee to successfully perform the essential functions of a position in this Technology classification. These physical standards are generic in nature and tasks may vary dependent on school site or specialized department assignment.

Work Environment

The employee's work environment in this classification consists of mainly working indoors. While performing the duties of this job, the employee occasionally works near moving mechanical parts, electrical power supply and high voltage. This position also requires working in cramped or restrictive work areas and occasional exposure to cleaning fluids. The employee's work environment may also involve the following: frequent interruption and direct contact with students, staff and the public; a high volume of responsibilities that may require working without direct and/or constant supervision; and working in a school environment where the noise level is usually moderate.

Physical Demands

The physical demands of this position include the ability to frequently lift, carry, pull or otherwise move moderately heavy objects of up to 50 pounds without assistance. The employee must have dexterity of hands and fingers to operate various equipment and handle, or feel objects, tools, or controls. The employee will frequently stand or sit for an extended period of time. The employee must constantly bend at the waist, kneel, squat and crouch, reach overhead, above the shoulders and horizontally. The employee will perform frequent pushing, pulling loads, climbing stairs, and occasionally climbing ladders. While performing the duties of this job, the employee is regularly required to walk on various surfaces; reach with hands and arms; and use hearing and speaking to exchange information in person, on the telephone or via email. The employee will need vision abilities to diagnose and handle technology requests and read a variety of materials. Specific vision abilities include close vision, distance vision, color vision, peripheral vision, depth perception, and the ability to adjust focus. The employee must be able to handle the physical requirements of installing computer equipment in difficult to reach locations. Employees in this position may be exposed to childhood diseases and anti-social behavior.

The information contained in this physical standards description is for compliance with ADA and is not an exhaustive list of duties performed. The individuals currently holding this position perform additional duties and additional duties may be assigned.

Candidate must pass pre-employment physical prior to employment.

Please review the reverse side of this page for testing information.

LA HABRA CITY SCHOOL DISTRICT

July 19, 2022

To: All Information Services Technician I Applicants
From: Danelle Bautista/Classified Personnel
Re: Testing Information - Application Deadline

APPLICATION DEADLINE:

UNTIL FILLED

Applications will not be accepted after this time – no exceptions.

There will be a written test for all candidates given on:

To Be Determined (By appointment)

Applicants will not be allowed to enter the testing room after 2:00 p.m. All candidates who pass the written test will then be called for a panel interview. This is also part of the testing procedure to establish an eligibility list for this position. The date for this is:

To Be Determined (By Appointment)

Current, permanent employees of the La Habra City School District will earn 1/4 point for every year of permanent service to the District, not to exceed 5 points. (Personnel Commission Rules.)

At the time of this announcement we are establishing a list for three positions in our District. **Please complete and submit the application documents online through EdJoin.** Incomplete application packets will be excluded from the screening process. **Applications will only be accepted through EdJoin.**

This list will be utilized to fill any vacancies that may occur during the one year life of the eligibility list. The list generated from this recruitment will be used to fill both substitute and permanent vacancies in the District.

If you have any questions, please call me at 562/690-2321.

DB/bl