

# STOCKTON UNIFIED SCHOOL DISTRICT

## INSTRUCTIONAL TECHNOLOGY SYSTEM SPECIALIST

### **DEFINITION:**

In alignment with curriculum goals and under the direction of the Administrator of Instructional Technology, the Instructional Technology System Specialist will perform System Administrator functions across server operating systems including supporting various roles such as file, print or web services as it pertains to instructional technology curriculum and services. Support the implementation of instructional technology, hardware and software, learning and assessment systems. The Instructional Technology System Specialist will design, create and maintain major aspects of the architecture of an application including user interface, middleware, and infrastructure. This position will also ensure that uniform enterprise wide application design standards are maintained, and collaborate with other stakeholders to ensure alignment with educational requirements. The Instructional Technology System Specialist will work in conjunction with Information Services department to support instructional technology initiatives. The Instructional Technology System Specialist must anticipate and identify educational needs and design a solution to work, and they must make sure the solution works as efficiently as possible for all parties involved.

### **SUPERVISION RECEIVED AND EXERCISED**

Receives direction from Executive Director and or Administrator of Instructional Technology and or designee.

### **EXAMPLE OF DUTIES – (Incumbents may perform any combination of the essential functions shown below (E). 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.)**

Install, administer, maintain and repair computer, peripherals and data communication equipment including the following: laptops, PCs, printers, multimedia projectors, document cameras, tablets, audio-visual equipment, and interactive white boards. (E)

Install and upgrade systems applications software; and provide technical support and assistance to users. (E)

Install, update and maintain server and web based curriculum applications; support/configure Internet Information Services (IIS) in relation to curriculum applications. (E)

Coordinate with Information Services on the creation of virtual machines (VM Servers), as needed, to support curricular applications. (E)

Install, maintain and update District library catalog system; provide network and workstation support. (E)

Manage all aspects of district G-Suite management console; oversee and support district G-Suite users, applications and devices. (E)

Manage Apple iOs devices including the setup, enrollment, purchase and deployment of apps through the districts Mobile Device Manager (MDM). (E)

Support all curricular software applications including annual account creation and yearly maintenance, basic usage and troubleshooting, ie: new and existing curriculum programs for the content and subject areas. (E)

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Manage and maintain district professional development and event management software. *(E)*

Assist in research, planning, developing and implementing new curriculum systems and applications as assigned; assist in the design, testing and evaluation of new hardware and software as directed. *(E)*

Manage the course catalog for the Student Information System. *(E)*

Research new and emerging technologies, software, and hardware solutions. *(E)*

Set up and prepare computers for network access by installing and configuring district standard hardware/software. *(E)*

Provide technical support and assistance to district personnel and onsite vendors; respond to support requests and provide technical troubleshooting remotely or onsite; refer major problems to appropriate personnel. *(E)*

Assist district personnel in ordering replacement parts for district hardware; install replacement parts for district hardware. *(E)*

Work with teachers and administrators to assess and remediate educational configuration and support issues. *(E)*

Effectively communicate and maintain cooperative relationships with those contacted during the course of work. *(E)*

Operate a variety of technical equipment including testers, meters and various hand and power tools; drive a vehicle to conduct work. *(E)*

Responsible for answering and replying to technical questions via email and phone. *(E)*

Establish and operate websites, social networking, and other internet publication systems. *(E)*

Provide direct support for district publications and assessment materials. *(E)*

Develop technology training and manuals as needed. *(E)*

Maintain routine records related to assigned activities. *(E)*

Attend and participate in assigned meetings and professional development. *(E)*

Perform related duties as assigned

### Knowledge:

- Applicable types of cabling systems and network design.

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- Principles and techniques of systems and network analysis.
- Current methods, practices and procedures involving the use of computer technology and related equipment.
- LAN and WAN usage, implementation and network terminology.
- Hardware and software installation, configuration and operation.
- Oral and written communication skills.
- Interpersonal skills using tact, patience and courtesy.
- Basic record-keeping techniques.
- Technical aspects of LAN installation, maintenance and operation.
- Technical aspects of field of specialty.
- Chrome Operating OS
- Google educational products
- Apple iOs and management
- Scripting languages such as VBScript, JavaScript or Python.
- Linux operating systems.
- Understanding of Apache web services or Internet Information Services (IIS).
- Web languages such as Hyper Text Markup Language (HTML), CSS, PHP. SQL, Access, MySQL or MariaDB.

### Ability to:

- Perform a variety of technical duties in the installation, configuration, maintenance, modification and operation of hardware and software.
- Create and run scripts on Windows and/or Linux operating systems.
- Monitor and evaluate network systems to assure proper operation.
- Provide technical support and assistance to network users
- Install and configure various software applications on LANs, WANs and computers.
- Maintain current knowledge of technological advances in the field.
- Troubleshoot and resolve network problems in a timely manner.
- Communicate effectively both orally and in writing.
- Establish and maintain cooperative and effective working relationships with others.
- Operate network installation equipment.
- Analyze situations accurately and adopt an effective course of action.
- Maintain routine records.
- Understand and follow oral and written instructions.
- Plan and organize work.
- Meet schedules and timelines.
- Carry out oral and written directions; write and speak at a level sufficient to fulfill the duties to be performed for the position described.

### **EDUCATION AND EXPERIENCE:**

Any combination of education, training, and/or experience equivalent to: BA/BS in Computer Science, Information System or comparable major. A minimum of five (5) years of progressively responsible experience in a complex technical computer/network and environment. Educational environment experience preferred.

### Licenses, Certificates and Other Requirements:

Must possess a valid California Class C driver's license.

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Possession of valid Basic First Aid and CPR certificate is required within 60 days of employment.

### **WORKING CONDITIONS:**

#### Environment:

Constant interruptions. Driving a vehicle to conduct work as required by the position.

#### Physical Demands:

Employees in this position must have/be able to:

- Enter data into a computer terminal and operate standard office equipment.
- Hear and understand speech at normal levels and on the telephone with or without hearing aids.
- See and read a computer screen and printed matter with or without vision aids.
- See, hear and speak with/without assistive devices sufficient to communicate effectively with others.
- Sit for extended periods of time.
- Bend at the waist.
- Reach overhead, above the shoulders and horizontally, grasp, push/pull.
- Lift and/or carry up to 25 lbs at waist height for short distances.