

KYRENE SCHOOL DISTRICT
CLASS SPECIFICATION
INFORMATION TECHNOLOGY TECHNICIAN

<u>DEPARTMENT:</u>	<u>BAND/GRADE/SUBGRADE:</u>	<u>FLSA STATUS:</u>
Info & CommTechnology	B/2/2 – B/2/3	Nonexempt

<u>CLASS SUMMARY:</u>
<p>The Information Technology Technician is the first level of a three level series. Incumbents are responsible for performing routine operation and maintenance of District information technology.</p> <p>Duties, based upon assignment, include repairing, maintaining and installing computer workstations, printers, and other technology-related equipment; installing and maintaining desktop software applications; troubleshooting hardware and software problems; activating network ports; and responding to help desk inquiries.</p> <p>Incumbents may act as a lead worker for other information technology technicians making work assignments, monitoring and determining completion of work for others.</p> <p>The Information Technology Technician is distinguished from the Information Technology Specialist in that the former is focused on maintaining and enabling the use of computers and the latter is focused on specific systems applications maintenance. The lead worker is distinguished from other information technology technicians in that the lead may assign, monitor and determine the completion of work of other staff as well as interpret policies and procedures on behalf of other staff.</p>

<u>ESSENTIAL DUTIES:</u>	<u>PERCENT OF TIME</u>	<u>BAND/ GRADE RATING</u>
This class specification represents only the core areas of responsibilities; specific position assignments will vary depending on the needs of the department.		
Diagnosis, installs, configures, and troubleshoots technical problems to effect repairs of software and hardware at user sites including user instruction on equipment and software operation.	Daily 50%	B/2
Responds to Help Center inquiries including recording calls; creating a record; and resolving or scheduling the resolution of the issue involved.	Daily 20%	A/1
Reviews work and determines work orders.	Daily 5%	B/2
Orders parts and service materials; coordinates and tracks warranties; and keeps repair records and reports.	Daily 5%	A/1



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Troubleshoots problems with vendor technicians including obtaining product information and placing orders; and researches solutions to hardware and software problems using manuals, and other media sources of technical information.	Weekly 5%	B/2
Provides leadership for previewing and evaluating new software and technology programs. Performs other duties of a similar nature and level as assigned.	Monthly 5% As Required	B/2

Training And Experience:

High School Diploma or GED and two years related experience is required; based upon assignment, technical training related to the area of assignment may be required; or, an equivalent combination of education and experience sufficient to successfully perform the essential duties of the job such as those listed above.

Licensing/Certification Requirements:

- Based upon assignment, specific vendor certifications may be required.
- AZ Driver's License.

Knowledge of:

- Pertinent federal, state, and local laws, codes, rules, regulations, recommendations, codes, and statutes;
- District policies, procedures, organization structure and school requirements;
- Computer and network servers, hardware, and software;
- Information Technology principles and practices;
- Safety procedures.

Skill in:

- Working under pressure to meet timelines and handling multiple and changing priorities;
- Diagnosing and solving information technology problems;
- Communicating effectively, both orally and in writing;
- Customer service and public relations;
- Configuring, maintaining, diagnosing and repairing hardware and software;
- Interpreting and applying laws, regulations, codes, and policies;
- Use of a variety of computer-based technologies; and
- Establishing and maintaining harmonious working relationships with those contacted in the course of work; demonstrating tact, diplomacy and patience.



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ADA and Other Requirements:

Positions in this class typically require: stooping, kneeling, crouching, fingering, standing, walking, pushing, reaching, lifting, feeling, talking, hearing, seeing, and repetitive motions.

Incumbents may be subject to travel, mechanical parts, electrical currents, fumes, odors, dusts, gases, poor ventilation, workspace restrictions, and intense noise.

Light Work: Exerting up to 20 pounds of force occasionally, and/or up to 10 pounds of force frequently, and/or negligible amount of force constantly to move objects. If the use of arm and/or leg controls requires exertion of forces greater than that for Sedentary Work and the worker sits most of the time, the job is rated for Light Work.

Class History Information:

Prepared by Fox Lawson & Associates 10.24.08

Revised by Human Resource Services 07.08.13

