ELK GROVE UNIFIED SCHOOL DISTRICT

CLASS TITLE: SENIOR COMPUTER TECHNICIAN

BASIC FUNCTION:

Under the direction of the Technology Operations Manager, perform technical work in the maintenance of current configurations of hardware and operating software components of the District's centralized shared logic application computers for Student Information System and Financial reporting systems; provide training for individual users on mainframe-based applications; monitor WAN for integrity or faults.

ESSENTIAL FUNCTIONS:

Perform technical work in the maintenance of current configurations of hardware and operating software components of the District's centralized shared logic application computers for Student Information System and Financial reporting systems.

Diagnose and coordinate equipment repair and preventive maintenance of data communications equipment throughout the District, including scanners and printers; notify PC support as necessary.

Provide user-level support for Student Information Systems (SIS) and Financial system users.

Upgrade and troubleshoot third-party software running on the central computers such as Super/Tool, NBSpool, Security 3000, MPEX, Quest and others.

Oversee the electronic mail system and Internet e-mail system; add and delete users and groups as required; set up and maintain shared folders, bulletin boards and shared resources, such as conference rooms, projectors and others; upgrade e-mail server software and other software as required; interface with e-mail software vendors as needed.

Provide training for individual users on mainframe-based applications including SIS and Financial applications.

Monitor the Wide Area Network management system for network integrity or faults; report faulty lines to the appropriate telephone company repair office.

Perform system management on critical core serves, mainframes and Internet services devices, such as firewall, proxy server and filtering server.

Serve as the supervisor in the absence of the Technology Operations Manager.

Perform related duties as assigned.

DEMONSTRATED KNOWLEDGE AND ABILITIES:

KNOWLEDGE OF:
Mainframe computer hardware systems, software applications and languages utilized by the District.
Materials, methods and tools used in the operation and repair of mainframe computer and network systems.
Record-keeping techniques.
Technical aspects of field of specialty.
Oral and written communication skills.
Correct English usage, grammar, spelling, punctuation and vocabulary.
Laws, rules and regulations related to assigned activities.
Inventory methods and practices.
Proper methods of storing equipment, materials and supplies.
Interpersonal skills using tact, patience and courtesy.

ABILITY TO:
Perform skilled work in the repair, maintenance and operation of a variety of mainframe, WAN and LAN computerized equipment and peripherals.
Provide technical assistance to computer systems users.
Troubleshoot and repair basic system malfunctions and maintain system operation.
Research, analyze and recommend new system software and hardware.
Make routine equipment adjustments and perform routine maintenance.
Communicate effectively both orally and in writing.
Prioritize and schedule work.
Maintain records and prepare reports.
Establish and maintain cooperative and effective working relationships with others.
Plan and organize work.
Operate a District vehicle to conduct work.
Maintain consistent, punctual and regular attendance.
Move hands and fingers to operate computer keyboards and other assigned equipment.
Reach overhead, above the shoulders and horizontally.
Climb ladders and work from heights.
Sit or stand for extended periods of time.
Bend at the waist, kneel or crouch.
See to perform computer repair duties.

EDUCATION AND EXPERIENCE REQUIRED:

Any combination equivalent to: graduation from high school supplemented by college-level course work in computer science and two years experience in the installation, maintenance and repair of mainframe, WAN or LAN computer systems, peripherals and related equipment.

LICENSES AND OTHER REQUIREMENTS:

Valid California Class C driver's license.

WORKING CONDITIONS:

ENVIRONMENT:
Indoor and outdoor work environment.
May be required to drive as needed.