IT SOLUTION TECHNICIAN

DEFINITION

Organizes the development, implementation, and management of the local networks, servers, and computers. Designs and maintains complex dynamic web sites for a division administrative office. May develop instructional videos, online courses, and internet/network based solutions for use of the Division.

TYPICAL DUTIES

Performs the following duties in relation to microcomputer and local area network operations:

Manages, troubleshoots, and monitors a local network at a division administrative office.
Installs network software and establishes server access rights and security per District policies.
Maintains anti-virus software for local computers and servers.
Acts as a primary liaison contact for all local network problems and contacts ITD or vendors to resolve related issues.
Installs, configures, and troubleshoots desktop Windows and Mac computers, software, and peripheral devices.
Performs routine maintenance, service, and repair of desktop computers and related peripherals.
Designs and implements technical modifications for existing network systems with corresponding documentation.
Creates and maintains an inventory of equipment and software licenses for the department.

Performs the following duties in relation to web site maintenance:

Designs and maintains a complex internet web site for a division administrative office, including: planning and developing site design; creating and maintaining site the server hardware and software architecture, developing advanced site content design using techniques such as form validation, dynamic pages, coding, web database creation and maintenance, web queries and reports, and server side scripting.
Monitors web site to identify and optimize performance issues.
Uploads new and revised web pages utilizing file transfer protocol software.
May create collaborative spaces for the department.
May design logos and minor digital artwork for the use of the department.
Maintains templates and image archives.

May perform the following duties in relation to instructional videos:

Provides work direction and participates in the planning and developing of online videos for professional development and instructional purposes.
Travels to District locations to videotape special events as requested.
Edits videos for informational programs and activities.
Composes credits, titling, and voice-overs.
Performs related duties as assigned.

DISTINGUISHING CHARACTERISTICS AMONG RELATED CLASSES

An IT Solution Technician provides technical support to an administrator by developing and maintaining a complex website for a division administrative office, and organizing the development, implementation, and management of the local networks, servers, and computers.

An IT Support Technician II Installs, configures, diagnosis, analyzes, services, and repairs desktop and laptop computers, software, and peripheral devices.

An IT Support Technician Installs computing systems, diagnoses basic technology related problems and troubleshoots hardware and software malfunctions at local sites

SUPERVISION

General supervision is received from an administrator. Work direction may be exercised over lower-level support personnel.

CLASS QUALIFICATIONS

Knowledge of:

Intermediate level computer terminology
Principles of local area networks, including installation, maintenance, and repair of network
    cabling and hardware
Network operating systems, e.g., Windows Server 2008, 2012, 2016, and 2019
Best practices in managing microcomputer operating systems, e.g. Windows XP, Vista, 7,10
    and
    OS X
Current practices, tools, and materials involved in the repair and overhaul of desktop
    computers and peripherals
Imaging and web site design software such as Adobe Photoshop and Macromedia
    Dreamweaver
Operation and maintenance of video editing and production equipment

Ability to:

Develop standards compliant markup, utilizing HTML with CSS driven styling
Develop standards compliant server-side scripts, such as: ASP.NET, PHP, Perl, Python,
    Node.js, SQL, ColdFusion, and JavaScript
Develop standards and compliant code in traditional languages, such as C++ and Java
Build a relational database and utilize it on a web application
Analyze and diagnose malfunctions and perform required repairs on microcomputers and
    related peripherals
Design and implement technical modifications
Learn new desktop and web-based software packages
Work effectively without immediate supervision
Maintain effective working relationships with District personnel and the public
Read, interpret, and apply technical information
Communicate effectively both orally and in writing
Provide work direction to others

ENTRANCE QUALIFICATIONS

Education:

Graduation from high school or evidence of equivalent educational proficiency, and completion of 15 college semester units (or equivalent) or five trade school courses (or equivalent) in areas such as web, database, or network development, or Windows series platforms or a Microsoft Technology Associate (MTA), Apple Certified Support Professional, or equivalent certification.

Experience:

Two years of experience in the installation, maintenance, and management of networks; maintaining, repairing, and/or overhauling of desktop and laptop computers, printers, and related equipment; web programming; and/or web developing. At least one year of experience in web programming and/or web developing is preferable.

Special:

A+ certification or equivalent certification is preferable
A valid driver's license to legally operate a motor vehicle in the State of California and the use of a motor vehicle.

This class description is not a complete statement of essential functions, responsibilities, or requirements. Entrance requirements are representative of the minimum level of knowledge, skill, and/or abilities. To the extent permitted by law, management retains the discretion to add or change typical duties of a position at any time, as long as such addition or change is reasonably related to existing duties.

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