



## Fremont Unified School District

### Classified Job Description

### **Information Technology Support Specialist**

#### **Definition**

The IT Support Specialist is the face of the Information Technology Department, providing the first contact for technical support. This position is responsible for ensuring proper computer operations so that users can accomplish their work, all while maintaining a high level of excellent customer service. The IT Support Specialist reports to the Infrastructure Administrator and Lead IT Support Specialist.

#### **Essential Duties and Responsibilities**

Depending on the assignment, duties may include but are not limited to the following:

- Provide an example of leadership and excellent customer service.
- Provide timely technical support to schools and district departments.
- Diagnose and repair hardware such as servers, computers, monitors, peripherals, scanners, printers and some networking parts and equipment.
- Diagnose and repair software-related problems such as operating system, productivity and/or curriculum-based software.
- Install new/replacement hardware.
- Install new/replacement software and maintain proper licensing.
- Perform regular servicing and preventive maintenance on hardware and software.
- Evaluate and recommend upgrade, replacement and new purchase of hardware and software when appropriate.
- Analyze, interpret, and implement hardware and software specifications as needed.
- Order or fabricate needed parts as well as equipment and supplies necessary to perform repairs, maintenance and installations.
- Maintain an inventory of supplies, equipment tools and parts for maintenance.
- Operate a variety of hand and power tools, testing and calibration equipment as well as District vehicles and equipment.
- Comply with policies and procedures to ensure the safety of self and others as well as network security and confidentiality.
- Prepare and maintain documentation and records of installation, repairs, system set up, maintenance and purchases.
- Provide instructions and orientation to computer users.
- Conduct self and communicate professionally with staff via email, phone or in person.
- Reports to Infrastructure Administrator and Lead IT Support Specialist.
- Perform other duties as assigned.

#### **Qualifications**

Knowledge of:

- Macintosh and Windows operating systems and basic productivity applications such as Microsoft Office, email, web browsers, etc.
- Basic networking skills related to installing and configuring Apple and Windows servers, cabling, routers, switches, etc. and building various types of interface cables.
- Principles of electrical circuitry, electronics and electro-mechanical devices.
- Methods, materials, tools and equipment used in the installation, troubleshooting, repair, maintenance and configuration of hardware.
- Installing, troubleshooting, upgrading and repairing computer hardware, down to the board level, and other types of hardware, printers, peripherals, monitors, etc.

- Installing, configuring, and troubleshooting computer operating systems and applications software.
- Reading and implementing technical manuals and schematics.
- Analyzing situations accurately and adopting an effective course of action.
- Evaluating and testing software and hardware for various applications.
- Establishing and maintaining effective working relationships with those contacted in the course of the work.
- Communicating effectively both orally and in writing.
- Organizing and prioritizing workflow independently and handling multiple projects simultaneously with minimal daily supervision.
- Certifications in Apple, Microsoft and/or other relevant domains highly desired.

**Physical Requirements**

The physical abilities required of this job may include the following:

- Walking, stooping, crawling, reaching and working in awkward positions to install, connect and repair computers and wiring.
- Lifting 30 - 40 lbs. and carrying technology hardware and tools to/from user sites.
- Manual dexterity to configure and repair hardware and use hand and power tools.
- Climbing ladders, working at heights and/or working in confined areas such as crawl spaces and attics.
- Color vision to read printed materials and schematics, calibrate computer screens, and identify and distinguish color-coded wiring and computer parts.

Education: Preference for Associate’s degree or equivalent in Computer Information Systems or a related field.

Experience: Three years of progressively responsible related experience; five years of experience with desktop solutions, including user training or equivalent combination of education and experience.

**Licenses and certificates:**

Possession of a valid California driver’s license with no restrictions, which would preclude driving on the job, is a continuous requirement.

**Required Testing** Pre-Employment Proficiency Test may be required.

**Clearances** Criminal Background Clearance

**FLSA Status**  
Non Exempt

**Approval Date**

**Salary Range**  
CSEA 27

Job descriptions are intended to present a descriptive list of the range of duties performed by employees in the position and are not intended to reflect all duties performed with the job.

The Fremont Unified School District is an Equal Opportunity/Affirmative Action Employer. All qualified applicants will receive consideration for employment without regard to race, color, religion, sex, national origin, disability, or protected veteran status.

For the complete FUSD Board Policy 4030 Nondiscrimination in Employment visit the FUSD website: <http://www.fremont.k12.ca.us/domain/19>.