



Fremont Unified School District
Classified Management Job Description

INFORMATION TECHNOLOGY (IT) SUPPORT ADMINISTRATOR

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 within the job.

Summary:

The Information Technology (IT) Support Administrator reports to the Chief Technology Officer. The Information Technology (IT) Support Administrator is a key component in the Information Technology Department. This position is responsible for the overall technical support in the school district, hardware and software deployment and LAN/WAN cabling infrastructure and other related technology as well as coordinating with other department divisions, all while maintaining a high level of excellent customer service.

Essential Functions:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

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

- Provide an example of leadership and excellent customer service.
- Configure, manage, and maintain district-wide technical support ticketing system.
- Manage the district's hardware refresh cycle deployments, effectively using division personnel to efficiently image and deploy large annual hardware purchases.
- Manage the District's technical support operations responsibilities.
- Track and report on key performance measurements including productivity and quality of technical support.
- Manage and maintain the District's inventory records of technology hardware and software.
- Provide Tier II, Tier III (and Tier I as needed) support of desktops and desktop software.
- Manage external relationships/contracts with vendors and consultants in collaboration with the Chief Technology Officer.
- Install/upgrade and coordinate with escalation points to resolve file, email and application related issues.
- Provide vision and leadership in the research, purchase, maintenance, and deployment of district-wide hardware and software (computer, network, telecommunications, telephony, and audio/visual products).
- Coordinate with Systems Division on research, procurement, deployment, installation, and configuration of hardware and software.
- Perform system maintenance and upgrades during off-peak/non-production hours so as to be less impactful to end-users.
- Assist to manage and maintain multiple local and web-based user databases.
- Manage technical support team as assigned.
- Perform other duties as assigned.

Qualifications:

Successful Experience In:

- Two to four years of experience with network (WAN/LAN/WLAN, Intranet, Internet) maintenance/troubleshooting, analysis, management, and support.
- Proficient with network standards including but not limited to: DNS, 10BaseT, 100BaseT, 1000BaseT, Ethernet, SNMP, TCPIP, SMTP—and network media—copper and fiber and wireless technologies.
- Proficient with network architecture, network hardware, routers, managed switches, wireless access points and other network appliances currently in use in the environment.
- Proficient with multiplatform (MAC and PC) computer hardware and software.

Education:

Bachelor's Degree in Computer Information, Computer Science, or equivalent work experience is required.

Experience:

Two to four years of experience working with networks (WAN/LAN/WLAN, intranet, internet). Work experience and/or college level courses, which would provide expertise in the aforementioned areas is desired.

Must possess:

- Excellent interpersonal skills and comfort providing technical support and customer service to end- users.
- Excellent oral and written communication skills.
- Ability to review and interpret complex technical information and analyze situations to define issues and draw conclusions.
- Ability to perform multiple, technical, highly complex tasks with need to regularly upgrade skills to meet dynamic job conditions.
- Flexibility to independently work with others in a variety of circumstances.
- Ability to write programs and code in order to automate tasks and processes on our systems.
- Ability to convey technical information to nontechnical audiences.
- Must be team oriented, responsible, and dependable.
- Cisco Certified Network Associate certification or equivalent certifications or experience.

Physical Demands and Work Environment:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Mental acuity to collect and interpret data, evaluate, reason, define problems, establish facts, draw valid conclusions, make valid judgments and decisions.
- Manual dexterity sufficient to write, use the telephone, computer, calculator and office machines at required speed and accuracy.
- Ability to identify and interpret communications in handwritten and printed materials, and on the display screens of various office equipment and machines.
- Ability to communicate effectively in order to perform assigned duties and to exchange information in person, in front of groups, and telephonically.
- Directing others on a project basis and assisting others in the use and operation of equipment.
- Physical agility to move self in various positions in order to execute duties effectively, which may include kneeling, walking, pushing/pulling, squatting, twisting, turning, bending, significant fine finger dexterity, stooping and reaching overhead; physical stamina sufficient to sustain light physical labor and remain in stationary position for up to 8 hours.
- Physical mobility sufficient to move about the work environment (office, District, school site to site) for sustained periods of time on hard flooring, climb slopes, stairs, ramps and to respond to emergency situations; physical strength sufficient to periodically lift and/or carry 20 pounds of materials or supplies; occasionally lift 40 or more pounds with or without assistance.
- Occasionally push and/or pull a variety of tools, equipment, or objects weighing 80 or more pounds with or without assistance.
- Typically indoor work environment.

Required Testing:

Pre-Employment Proficiency Test may be required.

Clearances:

Criminal Background Clearance

Non-Discrimination in Employment:

The Fremont Unified School District Governing Board prohibits unlawful discrimination against and/or harassment of district employees and job applicants on the basis of actual or perceived race, color, national origin, ancestry, religious creed, age, marital status, pregnancy, physical or mental disability, medical condition, veteran status, gender or sexual orientation at any district site and/or activity. The Board also prohibits retaliation against any district employee or job

applicant who complains, testifies or in any way participates in the district's complaint procedures instituted pursuant to this policy.

Salary Range: FSMA 7

ELSA Status:

Exempt

N: 5/14

R: 4/16

(Note: Formerly *Infrastructure Administrator, Information Technology Project Coordinator*)

