

Job Title:	Information Technology Specialist		
Salary Range:	\$77,902.50-\$91,182.00	Job Category:	Classified Exempt
Start Date:	January 3, 2022	Position Type:	Full-Time
Annual Benefits?	\$11,621.16	Work Year:	260 days/12 months Continuous employment
Driver License Required?	Yes	Degree Required?	Bachelor's Degree Desired
Contact:	Mercedes Henderson	Location:	Hayward Center
Contact Telephone:	(510) 293-2916	Date posted:	November 1, 2021
Website:	www.edenrop.org	Posting Expires:	November 30, 2021

YOU MUST COMPLETE OUR EMPLOYMENT APPLICATION FOR CONSIDERATION.

<https://www.edenrop.org/careers>

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Email:
mhenderson@edenrop.org
Attention:
Mercedes Henderson,
Human Resources Administrator

Mail:
Mercedes Henderson, Human Resources Administrator
Eden Area Regional Occupational Program
26316 Hesperian Blvd.
Hayward, CA 94545

Job Description

KNOWLEDGE OF:

- A working understanding of Microsoft Active Directory and Server
- Good understanding of the organization's goals and objectives
- Advanced computer hardware troubleshooting and repair
- Working knowledge of a range of diagnostic utilities
- A solid understanding of fiber-optic networks
- TCP/IP networking model
- OSI model from a troubleshooting perspective
- Specific knowledge-based competencies required to satisfactorily perform the functions of the job which include: current, legacy and emerging operating systems; environments and network protocols; router configurations; inter/internet applications; data security; and project management, processes and methodology
- Familiar with Enterprise-level antivirus systems
- VOIP phone system
- Ticketing/work system

ABILITY TO:

- Assist on-site and off-site staff, face to face, remotely or over the telephone, to help set up systems or resolve issues
- Set up new users' accounts and profiles and address password issues
- Maintain email groups and global address list (GAL)
- Provide software support for all school applications, supported by the Eden Area ROP
- Prioritize and manage multiple open cases at one time
- Install, administer and maintain systems and servers related to district LAN and WAN (e.g. email systems, accounts, print queue, workstation ID, IP assignments, computer labs, classroom computers, VOIP, security, antivirus, spyware, etc.) for the purpose of ensuring availability of services to authorized users
- Prepare written materials (e.g. Governing Board cover sheets, procedures, system level documentation, reports, memos, letters, budgets, etc.) for the purpose of documenting activities, providing written reference, and/or conveying information
- Maintain company website and communicating with host

- Establish, install and maintain phone systems
- Update and maintain fixed asset inventory list in collaboration with Office Assistant
- Maintain leased equipment (copiers, printers, etc.) and act as liaison with leasing company
- Recommend equipment, supplies and materials (e.g. purchase equipment, lease equipment, etc.) for the purpose of acquiring required items according to the technology plan
- Recommend policies, procedures and/or actions for the purpose of providing direction for meeting the district's technology goals and objectives
- Provide technical support (hardware and software) in the offices, labs and classrooms
- Train other staff for the purpose of ensuring their ability to use new and/or existing operating systems and application software
- Provide network support for presentations and ceremonies on and off site, as needed
- Analyze and resolve system problems to ensure continuous system operations required for scheduled data processing functions
- Install and configure workstations and various peripherals.
- Disconnect, move reconnect and test computers reassigned to new locations
- Maintain a schedule of events such as upgrades, planned outages, and other service impacting events
- Conduct system back-ups and monitor back-up schedule
- Maintain and regularly audit secure storage of technical inventory/equipment
- Uphold and enforce the set security and procedural policies and practices of the district.
- Lead in the development, implementation, modification and evaluation of technology plan
- Prepare and maintain records related to passwords, licenses, work orders and other computer-related matters
- Manage school's technology including: documentation procedures, file organization, track technology, staff development, update technology plan, manage student photos, sounds, and shared files for student use

EDUCATION/EXPERIENCE:

- Equivalent of the completion of high school
- Bachelor's degree (preferred)
- At least 3 years of experience that is directly related to the duties and responsibilities specified
- Experience with desktop operating systems including Windows 10 and network systems including VM1 environment and Windows Domain servers
- Network Administration experience preferred
- Experience managing back-up systems
- Experience managing Microsoft Server Environments
- Experience with VOIP communications
- Experience managing wireless networks
- Experience managing switches, VLANs etc.

Accredited by the Schools Commission of the Western Association of Schools and Colleges

In accordance with the provision of Sections 504 of the Rehabilitation Act of 1973, Title IX of the Education Amendments of 1972, Title VI of the Civil Rights Act of 1964 and Eden Area Regional Occupational Program policy, no qualified person shall, on the basis of race, color, national, origin, religion, sex, handicap, or age, be excluded from participation in, be denied the benefits of, or otherwise be subjected to discrimination under any program or activity in the Eden Area Regional Occupational Program. If there are questions concerning these provisions, please contact the Superintendent's Office