

TORRANCE UNIFIED SCHOOL DISTRICT

CLASS TITLE: INFORMATION TECHNOLOGIES TECHNICIAN

BASIC FUNCTION:

Under the direction of the Director-Information Technologies, provide support and assistance to the Information Technologies staff.

REPRESENTATIVE DUTIES:

Operate a variety of microcomputers, peripheral equipment, software and related equipment. **E**

Assist with a variety of reports, logs and records. **E**

Assist users as required; adjust and make minor computer repairs. **E**

Communicate with Information Technologies Analysts and Specialists concerning software and media needs. **E**

Communicate effectively both oral and in writing. **E**

May assemble data communication cables and interfaces. **E**

May work from schematics, diagrams, specifications, drawings, and sketches. **E**

Perform related duties as assigned.

KNOWLEDGE AND ABILITIES:

KNOWLEDGE OF:

Principals, methods and problems of operating mainframe, minicomputer or micro computer administration and operation, and related peripheral equipment

Methods, practices, terminology and procedures used in computer operations.

Operation of computer work station in an on-line system.

Technical aspects of field of specialty.

Proper methods of storing equipment, materials and supplies.

ABILITY TO:

Adjust operational schedule according to priority production needs.

Detect errors and inaccuracy in data output reports.

Analyze situations accurately and adopt an effective course of action.

Understand and follow oral and written directions.

Plan and organize work.

Meet schedules and time lines.

Establish and maintain cooperative and effective working relationships with others.

EDUCATION AND EXPERIENCE:

Any combination equivalent to: graduation from high school supplemented by course work in computer science or related field and three years experience related to information services/ technology. A working knowledge and conceptual understanding of key software components such as word processing, spreadsheets, and database is required. In order to be successful, this position requires strong interpersonal skills in supporting end-users (varying degrees of expertise) in training or problem-solving situations.

WORKING CONDITIONS:

ENVIRONMENT:

Office environment.

PHYSICAL ABILITIES:

Bending, pushing, moving, lifting heavy objects. Dexterity of hands and fingers to operate a variety of computer equipment, hearing and speaking to exchange information and communicate, and vision to observe accuracy of computer printouts.