

# JOB NOTICE

NORWALK-LA MIRADA UNIFIED SCHOOL DISTRICT  
12820 Pioneer Boulevard Norwalk, CA 90650-2894 (562)868-0431

**\*\*\* PERMANENT DISTRICT EMPLOYEES ONLY \*\*\***

Job #202

January 11, 2019

**TECHNOLOGY SUPPORT TECHNICIAN**  
Salary \$3864.00 – 4713.00 per month (Range 253)  
2 Positions Available

## **EXAMPLES OF DUTIES**

Perform on-site analysis, diagnosis, and resolution of complex technology problems; install, configure, test, maintain, monitor, and troubleshoot workstations and related hardware and software in order to deliver required technical services and recommend and/or implement corrective solutions, including off-site repair as needed; collaborate with school site staff to ensure efficient operation of devices, systems, platforms, software programs, and maintenance at the school level; receive and respond to incoming calls, helpdesk requests/inquiries, and e-mail, establish and maintain maintenance documentation; communicate technical problems, requirements, and results effectively to all school staff and Technology Services management; use multi-tasking and communication skills to simultaneously employ numerous resources to research and resolve technology issues in a timely manner; assist with mobile device management (preparing, provisioning, and managing devices and applications) – Ex: iOS, Chrome and Android; report to weekly IT shop meetings and other scheduled ITS and school related-meetings as needed; maintain confidentiality and security of information; input data; Maintain current inventory of all site technology assets; issue technology hardware, software, and ancillary items to site staff; monitor the implementation of the 3 core areas (Formative Resources, Interim Assessments and Summative Assessments) of the Smarter Balanced System program at the school site level to include inventory and ordering of technology testing materials; assist school staff, students, and parents by providing access to all resources and instructional materials, digital and analog that can be used in the implementation of Common Core State Standards in a student's day-to-day activities; input any and all data required in the rules and regulations set forth by the Smarter Balanced Assessments Consortium; coordinates with Principal and District personnel to assist with interim and universal screening assessments; performs a variety of functions in maintaining a neat and orderly student-learning environment; and performs other tasks/duties in keeping with duty statements or directives of supervision.

## **QUALIFICATIONS**

### **License:**

A valid California Driver's License.

### **Knowledge of:**

Current on computer hardware platforms, software packages and data management systems used in an educational setting; Technical aspects of upgrading and maintaining Microsoft, Apple and like systems; Methods, tools and equipment used in the support and service of hardware and software; desktop, laptop computer and/or mobile device operating systems, Microsoft Office Suite or other word processing, spreadsheet, desktop publishing and database management software; correct English usage, spelling, grammar, and punctuation; and modern office methods, practices, and procedures; current computer technology; basic industry-standard networking principles; and current District help desk principles and procedures.

### **Ability to:**

Analyze and evaluate complex hardware, software, and web-related problems; operate a variety of hand tools and test equipment; speak clearly and logically in English; plan and organize work; learn and follow written and oral procedures; work harmoniously with others; maintain good working relationships; exercise good judgment, problem-solve analytically with keen attention to detail; prioritize and execute tasks in a high-pressure environment; capacity to work independently with little supervision; type at a corrected speed of **40 words per minute**; accurately record time spent on work orders in the district's work order system; learn new skills to keep current with technology changes; troubleshoot basic network problems; instruct others in the use and care of computer technology and software; multi-task while maintaining patience and flexibility; and comply with the District's customer service standards, as outline in the District Technology Master Plan and Board Policy.

### **Experience:**

Two years' experience providing customer support in a technology environment. Experience in a technology help desk or call center is preferred.

### **Skills:**

Desktop and laptop computer, mobile device, troubleshooting and support staff alike. Using related tools and techniques for troubleshooting; communicating effectively, both written and oral; presenting ideas in user friendly language; collaborating with colleagues, co-workers, school staff and supervisor.

**Education:**

Proof of High School Diploma or equivalency. Progress towards an AA or advanced post-high school degree. Preferred: Training and/or coursework in desktop, laptop and mobile device diagnostics / troubleshooting; current A+ Certification for hardware and software; current certifications in Apple Operating Systems, Desktop Hardware and Portable Hardware; current Dell Hardware Service Certification, Dell Certified Systems Engineer; other training, education and certifications dictated by technology in use by the district to maintain a peak operating efficiency; training and/or coursework in computer operations or Microsoft Office Suite.

**WORK YEAR/BENEFITS**

This is a **12 month, 8 hours per day position** with the **TECHNOLOGY SERVICES DEPARTMENT**. The hours are **7:30 a.m. – 4:00 p.m.** Person selected will receive full benefits.

**APPLICATION PROCEDURE**

Please apply via Edjoin.org at <https://www.edjoin.org/Home/JobPosting/1127717> attach proof of current course enrollment. The deadline for submitting an application is **JANUARY 18, 2019 by 4:00 p.m.** A test may be given.

**A.D.A. REQUIREMENTS ON REVERSE SIDE**

**An Equal Opportunity Employer**

## TECHNOLOGY SUPPORT TECHNICIAN

### A.D.A. REQUIREMENTS

#### **Physical, Mental and Environmental Demands:**

##### **Physical:**

Dexterity of hands and fingers to operate specialized electrical hand and power tools. Reaching overhead, above the shoulders, and horizontally. Standing and Walking for extended periods of time. Bending at the waist. Must be able to lift objects up to 50 lbs.

##### **Mental:**

Occasional stress of emergencies, stress of deadlines, stress of interpersonal conflict, normal work standards stress, ability to work with interruption, concentrate for long periods of time, reading, interpret codes, policy, calculate, perform routing math process, memorize and recall objects, people, analyze problems and generate alternatives, reconcile apparent ambiguities, solve multi-variant problems.

##### **Working Conditions:**

Occasional exposure to sun, occasional work above ground level (ladders), seasonal extremes of temperature, wetness, dust, vibration, occasional slippery surface, chemicals, oils, toxic substance, some overtime, shift variance, confined working areas.

The Board of Education of the Norwalk – La Mirada Unified School District is committed to equal opportunity for all individuals in education. District programs, activities, employment, and practices shall be free from discrimination, sexual harassment, harassment, intimidation, and bullying based on race, color, ancestry, national origin, ethnic group identification, age, religion, marital or parental status, pregnancy, physical or mental disability, sex, sexual orientation, gender, gender identity or expression, or genetic information; the perception of one or more of such characteristics; or association with a person or group with one or more of these actual or perceived characteristics. School and District personnel will take immediate steps to intervene when it is safe to do so and when he or she witnesses an act of discrimination, sexual harassment, harassment, intimidation, or bullying.

**Complaints Concerning Discrimination, Sexual Harassment, Harassment, Intimidation, and Bullying:** The Governing Board designated the following person(s) as the Title IX Coordinators/Nondiscrimination Compliance Officers:

<p style="text-align: center;"><b>Title IX Coordinator (Nonstudent Issues):</b> Assistant Superintendent, Human Resources or designee 12820 Pioneer Boulevard Norwalk, CA 90650 (562) 868-0431</p>	<p style="text-align: center;"><b>Title IX, Title VI, and Title VII Coordinator (Student Issues):</b> Assistant Superintendent, Educational Services or designee 12820 Pioneer Boulevard Norwalk, CA 90650 (562) 868-0431</p>
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