

## Beaumont Unified School District

### JOB DESCRIPTION

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**TITLE:** Technology Support Analyst

**CLASSIFICATION:** Classified Administration

**REPORTS TO:** Director of Technology  
and/or Designee

**SALARY SCHEDULE:** 270/R21

**WORK YEAR:** 12 Months

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#### **GENERAL DESCRIPTION:**

Under the supervision of the Director of Technology and/or designee, the Technology Support Analyst performs system implementation, management, and administration of District network systems and enterprise applications including: Local Area Networks (LANs), telecommunications, Internet Protocol (IP) cameras, Audio and Visual (A/V) systems, enterprise applications and system integrations. Performs routine duties independently and functions as a technical resource to District personnel.

#### **ESSENTIAL JOB FUNCTIONS AND RESPONSIBILITIES:**

- Assists in the monitoring, troubleshooting, and maintenance of District network and LAN operations; provides recommendations and direct support on network improvements, repairs, and replacements; **E**
- Provides advanced support for the District's IP cameras and security systems; provides new camera cable installations, operational maintenance, system tests, and staff training; **E**
- Leads the District's low voltage projects including additions and repairs, such as cabling, network drop installation, access control systems, cameras, telephones and other related low voltage needs; **E**
- Provides advanced support for the District's IP telephone system; provides new telephone cable installations, operational maintenance, system tests, and staff training;
- Provides support, coordination, and maintenance for District enterprise applications related to rostering and system integrations connected to the District's Student Information System (SIS), Google, and other third-party integrations; **E**
- In collaboration with other team members, reviews, evaluates, and recommends software and equipment to meet District and school site needs;
- Provides complex technical support for sites and functions as an escalation point for technical staff; troubleshoots problems encountered by staff and students, and provides a timely resolution via email, telephone, video conference, and/or in person; **E**
- Monitors and supports the tracking, escalation, and documentation of helpdesk tickets; provides status reports of tickets upon request; **E**
- Installs and supports computer software, hardware, and peripherals; and A/V equipment including televisions, projectors, speakers, document cameras, microphones, and A/V control systems; **E**
- Leads and collaborates with other members of the Instructional Technology (IT) team to complete daily tasks and long-term projects; **E**
- Maintains information security and responds to escalated cybersecurity events; **E**
- Ensures the proper and safe use, transportation, and storage of equipment;
- Travels to school locations as assigned; **E**
- Leads, adheres to, and implements the certificated and classified collective bargaining agreements; **E**

- Performs job assignment safely for the purpose of protecting people and property; **E**
- Performs other duties as assigned.

**E** = *Essential Function*

## **JOB REQUIREMENTS/QUALIFICATIONS:**

### **Education:**

- High school diploma or equivalent to completion of twelfth grade;
- Associate's degree from an accredited college or university, preferably in Information Technology; or
- Any combination of training and technical certifications or course work that would likely provide the desired knowledge.

### **Experience:**

- Two (2) years of experience in any of the following areas: LANs, telecommunications, endpoint computers, security systems, and/or related K12 instructional technology;
- Supervisory or lead experience, preferred;
- Experience in California public schools, preferred.

### **Licenses, Certifications, and Testing:**

- Pass a pre-employment physical and drug test;
- A current and valid Tuberculosis (TB) clearance;
- Fingerprint clearance for school personnel;
- Must possess a valid California Driver License during the course of employment and be insurable by the District's liability insurance carrier.

### **Knowledge and skills of:**

- Planning for installing, adjusting, and operating a wide variety of network, computer, and audio/visual system hardware and software;
- Advanced operation of a variety of software applications used for hardware and application deployment;
- Security systems to include surveillance cameras, low voltage, and access control;
- Leading staff training on technical equipment and software systems;
- Standard office equipment and computer applications including Microsoft Office and Google environments, with expertise in Excel, PowerPoint, and Adobe;
- Modern office methods, procedures, and equipment, including record-keeping principles, methods and procedures, filing systems, letter, and report writing.

### **Ability to:**

- Evaluate and recommend upgrading, replacement, and purchase of technology equipment and software;
- Arrange for specialized services, meet vendors/contractors, and communicate with outside service technicians;
- Analyze and interpret technical equipment specifications;
- Read and interpret technical documents such as installation, operation, and repair manuals;
- Troubleshoot, configure, and install A/V equipment at District sites;
- Troubleshoot, maintain, replace, and install wiring related to District LAN and telephone systems;
- Install and configure new hardware and software for all types of devices at assigned site(s);

*Board Approved: TBD*

- Troubleshoot and resolve hardware and software related issues for all deployed devices;
- Troubleshoot and resolve intermediate to advanced wired and wireless networking issues;
- Troubleshoot and resolve intermediate to advanced level A/V connectivity issues;
- Use tools for mass deployment of new hardware and upgrades;
- Solve technical problems in a constantly changing educational environment;
- Motivate stakeholders to implement District vision and goals and Board priorities;
- Demonstrate strong instructional leadership skills and effectively present and respond to questions from various stakeholders;
- Have a high tolerance for ongoing stressful situations;
- Work with deadlines and under pressure;
- Maintain the confidentiality and security of sensitive information;
- Analyze situations, identify needs, prioritize, solve problems independently, as appropriate, and take appropriate action in a variety of procedural matters, without immediate supervision;
- Read, interpret, apply, and explain rules, regulations, policies, and procedures related to public education, and specific to Beaumont Unified School District, and apply them with good judgment in a variety of situations;
- Communicate effectively using a variety of mediums, employing correct spelling, grammar, punctuation, and vocabulary;
- Understand and follow complex, multi-step verbal and written instructions in English;
- Learn and support new and fast-changing technologies;
- Promote team building and a positive work environment;
- Maintain a neat and clean appearance;
- Be flexible, exhibit integrity, and exercise mature judgment;
- Establish and maintain cooperative relationships displaying interpersonal skills using tact, patience, and courtesy while demonstrating exemplary customer service in working with students, staff, and the public.

**PHYSICAL ABILITIES AND WORKING CONDITIONS:**

The work environment and physical characteristics described here are representative of those an employee encounters while performing the essential functions of this position. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

	Number of Hours				
	0-2	3-4	4-5	6-8	N/A
1. Mobility				X	
2. Use of depth perception and ability to focus				X	
3. Standing, walking				X	
4. Sitting			X		
5. Twisting, stooping, bending over			X		
6. Crawling, climbing			X		
7. Reaching overhead-above the shoulders			X		
8. Crouching, kneeling, and balancing			X		
9. Pushing or pulling		X			
10. Lifting or carrying up to 50 lbs		X			
11. Hearing acuity for conversations or other sounds				X	
12. Use of voice in face to face conversations or during telephone conversations				X	
13. Gross muscle use of arms and legs			X		
14. Handling, grasping, and feeling objects			X		
15. Repetitive use of dominant hand				X	
16. Fine dexterity with both hands				X	
17. Exposure to stairs, ramps or uneven ground			X		
18. Working around equipment and machinery having moving parts and generating heat				X	
19. Contact with toxic substances		X			
20. Exposure to dust, gas, or fumes			X		
21. Work in varied temperatures				X	
22. Operating a motor vehicle				X	
23. Use of a ladder		X			
24. Subject to frequent interruptions				X	
25. Viewing a computer monitor				X	
26. Contact with distraught or abusive individuals			X		
27. Exposure to moderate to extreme noise levels			X		