

COMPUTER ANALYST II

DEFINITION

Under direction, configure, support and troubleshoot instructional and administrative local and wide area networks at school sites and the District office. Install, configure, upgrade, support and troubleshoot on premise and hosted servers, software and related equipment. Configure, maintain, and support computing software applications and IP enabled devices, manage security on servers computing devices, and peripherals; provide telephone support to users; and perform related duties as required.

EXAMPLES OF DUTIES

Configure and troubleshoot servers, IP enabled devices, and computing devices configure and troubleshoot network access. Configure network and stand-alone printers, add print queues, and troubleshoot printing problems. Support and troubleshoot software, including various software and security suites and packages. Research and resolve difficult problems with vendors, tech support lines and the Internet. Support multiple operating systems. Work with technology staff and student technology assistants to resolve problems. Support servers at school sites and support site based software. Support physical and virtual servers. Research, implement, and manage projects. Support remote connections for teachers and staff. Configure and support video conferencing and presentation systems. Conduct meetings with student assistants as well as conduct occasional training sessions for staff. Produce documentation for other team members.

QUALIFICATIONS

Knowledge of

Principles and practices of computing systems and network communications; various operating systems and software; methods and techniques of training; capabilities and limitations of computing and peripheral equipment; cable requirements and interface technology.

Ability to

Make sound judgments related to computing device usage and applications; analyze and solve problems for effective network utilization; operate computing equipment and write scripts and programs; read, interpret and apply technical manuals and documents; travel from site to site; work independently using sound judgments and prioritizing skills; establish and maintain cooperative working relationships, and act as the lead person while providing guidance for others including Computer Analysts I, Help Desk, all staff, Technology Specialists, and student technology assistants.

Experience

Four years' experience in troubleshooting LAN/WAN and two years' experience in configuring and supporting a Windows environment.

Education

Any combination of education or experience equivalent to a BS or BA from a four-year college, university or technical school. Technology emphasis preferred. Microsoft Certified Solutions Expert, Google G Suite Administrator Certificates preferred.

Physical Performance Requirements

Considerable standing, walking or sitting much of the time with some bending, stooping, squatting and twisting. Lifting often involved. Weight of materials will vary, with employees regularly lifting and maneuvering 20 to 30 pounds. May work on irregular surfaces or at heights above the ground.

Licenses

Possession of a valid and appropriate California Driver's License.

Board Approved: May 11, 1999

Revised: February 8, 2005 effective March 1, 2005

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