

INFORMATION TECHNOLOGY SPECIALIST

DISTINGUISHING FEATURES OF THE CLASS: The work involves responsibility for planning, developing and providing technical support activities and services for an Information Technology program within a school district. The employee in this class researches and makes recommendations regarding the required hardware and software to make the best use of supported technology services within the district. The incumbent is also responsible for training school district personnel in the use of information technology services and their applications. The position is under the direct supervision of higher level data or IT administrator, with leeway allowed for exercising independent judgment in carrying out the details of the work.

TYPICAL WORK ACTIVITIES: (Illustrative Only)

- Provides direct support to the data team in processing data for use with district software;
- Assists staff with approved software, status of network related resources and software login problems;
- Answers user inquiries regarding computer software operation to resolve problems;
- Creates written summaries of problems;
- Develops training materials and trains users in the proper use of hardware or software;
- Creates written instructions, web pages and training videos;
- Presents material to small groups;
- Researches features of new software;
- Provides feedback to senior technical staff that will aid in the improvement of services provided to staff;
- Performs related work as required.

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:

- Good knowledge of electronic equipment, computer hardware and software, including applications;
- Good knowledge of principles and processes for providing specialized services;
- Ability to understand written sentences and paragraphs in work related documents;
- Ability to teach others;
- Ability to select and use training/instructional methods and procedures appropriate for the situation;
- Ability to determine causes of operating errors and decide on a solution;
- Dependability;
- Attention to detail;
- Cooperation;

- Analytical Thinking;
- Physical condition commensurate with the demands of the position.

MINIMUM QUALIFICATIONS:

- A. Graduation from a regionally accredited or New York State registered college or university or one accredited by the NYS Board of Regents to grant degrees with an Associate's Degree (or higher) in computer science or a related field; **OR**
- B. Any equivalent combination of training and experience as defined by the limits of (A) above.