

**KERN COUNTY SUPERINTENDENT OF SCHOOLS**  
**APPROVAL APRIL 2024**  
**RANGE: 50.0**  
**CLASSIFIED**  
**CODE: 3, 7**

## **EDUCATIONAL INFORMATION TECHNICIAN**

### **DEFINITION**

Under general direction, the Educational Information Technician is responsible for undertaking broad and complex assignments in support of the school district classroom and school technologies. The Educational Information Technician will provide support to school districts that the Kern County Superintendent of Schools serves by providing technical support, resolving technical issues, and ensuring the smooth operation of technology that supports an educational environment in both individual classrooms and across the entire school district.

### **EXAMPLES OF DUTIES**

Provide planning, solutions, implementation, documentation and support of technologies that support district initiatives and students;

provide frontline technical support for classroom technologies, including computers, projectors, interactive whiteboards, printers and audio-visual equipment;

respond to and resolve help desk tickets and service requests in a timely manner;

troubleshoot hardware and software issues for both teachers, students, classified staff and administrators including but not limited to classroom technologies, network and server technologies/services;

conduct routine maintenance checks on classroom computers and peripherals to ensure optimal functionality;

install, configure, and update software applications used in educational settings including but not limited to SSO, Cloud, and local applications;

collaborate with teachers and staff to address technology-related challenges in the learning environment;

work with IT teams to deploy and configure hardware and software across multiple locations;

collaborate with other technicians to troubleshoot and resolve complex issues affecting the entire district;

provide training to teachers and staff on the use of technology tools and resources;

create and maintain documentation for troubleshooting common issues and providing self-help resources;

keep abreast of new technologies and share knowledge with colleagues and end-users;

### **QUALIFICATIONS**

#### **Knowledge of:**

Operating systems and software applications for Windows and/or Macintosh;

classroom technologies such as interactive and non-interactive displays, audio equipment, printers, and software/web-based programs used by teachers and students;

bell systems, food service systems, intercoms, A/V systems, and access control systems such as Raptor, Verkada, etc.;

basic networking concepts, switching, routing, and server based services;

Ability to:

Install computer hardware, peripherals and software in a cross-platform environment;

install and maintain network client applications, e-mail systems and other systems used to support a district;

have empathy for the customers situation;

communicate clearly, both orally and in writing;

setup, connect, and maintain hardware and software;

read schematic diagrams;

work with appropriate tools and electronic equipment;

bend, stoop, crawl, reach and work overhead, lift 50 pounds;

drive to school sites throughout Kern County;

work well with a diverse group of clients (Districts, KCSOS employees, students).

Experience:

Three (3) years experience providing direct technology support, preferably in a school district and/or classroom environment.

Two (2) years of experience in the installation, repair, and maintenance of computer systems.

Experience in network and server support, hardware, software, and cabling systems preferred.

Education:

An Associate's degree or 60 credits from an accredited college or university with major coursework in Computer Information Systems, Information Networking, Telecommunications, Computer Science or a related field.

Two (2) years of experience over and above the minimum requirements can be substituted for the associate's degree.

Conditions of employment:

Some positions may require proof of privately owned automobile insurance and possession of a valid California Motor Vehicle operator's license which must be maintained for the duration of the assignment.

Fingerprint clearance by both the Federal Bureau of Investigation and the California Department of Justice is a condition of appointment after all other required job conditions have been met.

Must present verification of completion of Child Abuse Mandated Reporter training or obtain verification within six (6) weeks of hire and annually thereafter, as required by the California Child Abuse and Neglect Reporting Act.

This position has a probationary period of six months or 130 days, whichever is longer.

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