OAKLAND UNIFIED SCHOOL DISTRICT
Office of the Superintendent of Schools

January 10, 2018

Legislative File	
File ID Number:	17-2444
Introduction Date:	01/10/2018
Enactment Number:	18-0020
Enactment Date:	1-10-18
By:	

TO: Board of Education

FROM: Kyla Johnson-Trammell, Superintendent
             Tara Gard, Deputy Chief Talent Officer, Talent Division

SUBJECT: Revision/Reclassification of Job Descriptions/Positions – Multiple

ACTION REQUESTED
Adoption by the Board of Education of Resolution No. 1718-0092 – Revision/Reclassification of Job Descriptions/Positions – Multiple, Department, As Assigned:

1. Coach, Career Technical Education;
2. Network Administrator I;
3. Network Administrator II;
4. Senior Computer Technician II.

REVISIONS/DISCUSSION
1. **Position/Title:** Coach, Career Technical Education
   FTE (1.0) (As Assigned)
   Salary Schedule: ADCL
   Salary Change: None
   New Range: 14: $77,575 to $99,008
   12 months, 261 days, 7.5 hours (FT)
   Department: Community Schools/Student Services
   Reason for Revision: This is a technical revision to a recently approved job description to reflect a teaching credential is not required to serve as a CTE Coach since the Coach does not teach academic coaches nor supervise credentialed personnel
   Fiscal Impact: Revision to existing position. No additional FTE.

2. **Position/Title:** Network Administrator I
   (As Assigned) (1.0 FTE)
   Salary Schedule: WTCL
   Salary Change: None
   New Range: 50: $58,557 to $78,401
   12 months, 261 days, 7.5 hours (FT)
   Department: Information Technology
   Reason for Revision: This job description was revised to reflect current technologies used and technical qualifications required.
   Fiscal Impact: Revision to existing position. No additional FTE

3. **Position/Title:** Network Administrator II
   FTE (1.0) (As Assigned)
   Salary Schedule: WTCL
   Salary Change: None
   New Range: 53: $63,064 to $84,428
   12 months, 261 days, 7.5 hours (FT)
   Department: Information Technology
   Reason for Revision: This job description was revised to reflect current technologies used and technical qualifications required.
   Fiscal Impact: Revision to existing positions. No additional FTE.

RECLASSIFICATION:

1. **Position/Title:** Senior Computer Technician II
   FTE (1.0) (As Assigned)
   Salary Schedule: WTCL
   Salary Change: Changing from WTCL 40 (43,756.48 – 58,557.92) to WTCL 43
   New Range: 43: $47,023 to $62,951
   12 months, 261 days, 7.5 hours (FT)
   Department: Information Technology
   Reason for Revision: This role elevates the work scope of the Computer Technician II and reflects current technical qualifications required
   Fiscal Impact: No change as this revision covers existing budgeted roles in the department.

RECOMMENDATION

Adoption by the Board of Education of Resolution No. 1718-0092 – Revision/Reclassification of Job Descriptions/Positions – Multiple, Department, As Assigned:

1. Coach, Career Technical Education;
2. Network Administrator I;
3. Network Administrator II;
4. Senior Computer Technician II.

RESOLUTION
OF THE
BOARD OF EDUCATION
OF THE
OAKLAND UNIFIED SCHOOL DISTRICT
Resolution No. 1718-0092

- Revision/Reclassification of Job Descriptions/Positions – Multiple, Department, As Assigned -

WHEREAS, it is the goal of the Oakland Unified School District to ensure organizational effectiveness, efficiency and accountability to further student achievement; and

WHEREAS, it is the intent of the District to develop a structure which focuses on providing high standards of service and increasing accountability across the system; and

WHEREAS, the job description aligns with the District's priority of a Full Service Community School District and to enhance service our students, schools and community, and

NOW, THEREFORE, BE IT RESOLVED that the Board of Education hereby determines that the following positions are revised/reclassified as set forth in the attachments are established on the respective salary schedule/range effective 12:01 a.m., January 11, 2018, as follows:

REVISIONS/DISCUSSION

1. **Position/Title:** Coach, Career Technical Education
   FTE (1.0) (As Assigned)
   Salary Schedule: ADCL
   Salary Change: None
   New Range: 14: $77,575 to $99,008
   12 months, 261 days, 7.5 hours (FT)
   Department: Community Schools/Student Services
   Reason for Revision: This is a technical revision to a recently approved job description to reflect a teaching credential is not required to serve as a CTE Coach since the Coach does not teach academic coaches nor supervise credentialed personnel
   Fiscal Impact: Revision to existing position. No additional FTE.

2. **Position/Title:** Network Administrator I
   (As Assigned) (1.0 FTE)
   Salary Schedule: WTCL
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   New Range: 50: $58,557 to $78,401
   12 months, 261 days, 7.5 hours (FT)
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   FTE (1.0) (As Assigned)
   Salary Schedule: WTCL
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   New Range: 53: $63,064 to $84,428
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   Reason for Revision: This role elevates the work scope of the Computer Technician II and reflects current technical qualifications required
   Fiscal Impact: No change as this revision covers existing budgeted roles in the department

BE IT FURTHER RESOLVED, that the Board authorizes the revised/reclassified job descriptions/positions as stated herein.

Passed by the following vote:

PREFERENTIAL AYES: Gemz Quetzal and Enasia Mc-Elvaine (Student Directors)

PREFERENTIAL NOES: None

AYES;   Jody London, Nina Senn, Shanthi Gonzales, James Harris
               Vice President Jumoke Hinton Hodge and President Aimee Eng

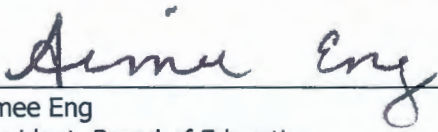NOES: None

ABSTAINED: None
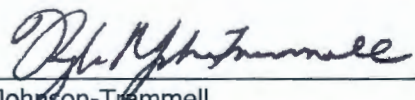
ABSENT: Roseann Torres

We hereby certify that the foregoing is a full, true and correct copy of a Resolution passed at a Regular Meeting of the Board of Education of the Oakland Unified School District held on January 10, 2018.

Legislative File	
File ID Number:	17-2444
Introduction Date:	01/10/2018
Enactment Number:	18-0029
Enactment Date:	1-10-18
By:	

OAKLAND UNIFIED SCHOOL DISTRICT

Aimee Eng
President, Board of Education

Kyla Johnson-Trammell
Superintendent and Secretary, Board of Education

Legislative File	
File ID Number:	17-2444
Introduction Date:	01/10/2018
Enactment Number:	18-0029
Enactment Date:	1-10-18
By:	

OAKLAND UNIFIED SCHOOL DISTRICT

Position Description

TITLE:	Coach, Career Technical Education	REPORTS TO:	Assigned Supervisor
DEPARTMENT:	As Assigned	CLASSIFICATION:	Classified Management
FLSA:	Exempt	WORK YEAR/HOURS:	261 days / 7.5 hours or days and hours as assigned
ISSUED:	Created: June 2017 Revised: October 2017	SALARY GRADE:	ADCL 14

BASIC FUNCTION: Under minimal supervision, support the District's strategic plan to graduate students who are college, career, and community ready. Improve the quality of academic instruction in Linked Learning College and Career Pathways through integration of Career Technical Education standards, contextualization, and increased relevancy.

REPRESENTATIVE DUTIES: (Incumbents may perform any combination of the essential functions shown below. This position description is not intended to be an exhaustive list of all duties, knowledge, or abilities associated with this classification, but is intended to reflect the principal job elements accurately.)

ESSENTIAL FUNCTIONS:

Addressing CTE Standards through High Quality Instruction and Performance Assessments:

Assess the curricular and instructional needs of CTE pathways based on observation of existing practices and conversations with site-embedded staff.

Observe and provide direct and regular classroom coaching to ensure high quality instruction towards the CTE standards.

Assist in the development of pathway graduate capstone projects that are consistent with district expectations and that address the CTE standards unique to that pathway. This may include supporting professional learning communities focused on improving student performance on the graduate capstone project.

Support the development of CTE curriculum and performance assessments that are aligned to the graduate capstone project and integrate CTE, Common Core, NGSS and SEL standards into the curriculum and task design.

Support integration of CTE Standards into all pathway courses to ensure that pathways are addressing the CTE theme and are achieving instructional coherence.

Support integration of CTE Standards into a 9th grade Ethnic Studies course in order to develop student career identity and career decision-making self-efficacy.

Support the development of professional learning communities for CTE teachers where they reflect on and improve the quality of their instruction, curriculum and student supports required for students to successfully master CTE industry standards. These collaboration spaces may be site-based or may bring together teachers from similar industry sectors from different sites.

CTE Integration into Linked Learning Pathways:

Provide expertise in industry and CTE standards to pathways in order to inform their development of coherent, meaningful, and rigorous programs of study and CTE course sequences.

Partner with Work-Based Learning Liaisons (WBLL) (where they exist) to develop and coordinate job shadowing, student internships, teacher externships, guest speakers, field trips, and other experiential learning experiences that support the CTE curriculum.

Communicate effectively to ensure coordination among CTE teachers, pathway teachers, WBLLs, pathway coaches, the District Linked Learning office and the community.

Support CTE teachers with certification process and provide documentation for state based reports.

Provide progress monitoring reports on the development of the CTE industry pathways.

When appropriate, attend regular pathway collaboration meetings.

Provide cross-training to other staff members within the department and possibly in other departments.

Support in grant writing and concept development in order to secure additional funds to support innovation of the CTE pathway.

CTE Alignment with Programs of Study:

Collect, analyze and disseminate community partner data for business, community, and post-secondary partners.

Monitor and support Perkins and CTEIG funding that support Career and Technical Education; monitors budgets appropriate to ensure efficient and appropriate use of funds.

Analyzes data regularly and uses data to refine programs and strategy.

Designs and implements a systematic plan to build teacher knowledge, skill and leadership to ensure long term improvements in student outcomes.

Support in determining strategic allocations of Perkins, CTEIG and CTE facilities funds in order to build out the CTE Pathway at the school.

Perform related duties as assigned.

QUALIFICATIONS:

The District determines whether a candidate is qualified based on fulfillment of prerequisites, relevant work experience, ability to perform the essential functions, reference checks, effective interpersonal and communication skills demonstrated by interview performance and/or writing samples, and achievement on performance-based assessments (if applicable) that demonstrate the candidate possesses the requisite knowledge, skills and abilities. Meeting prerequisites only satisfies the initial screening process and does not indicate the candidate is qualified to perform the essential functions of the position.

KNOWLEDGE OF:

California Department of Education CTE Standards for the Industry Sector, i.e., California CTE Standards

California Department of Education Frameworks governing work scope such as: Common Core Standards, Next Generation Science Standards, Content Standards, Curriculum, Response to Intervention, Full Service Community Schools

Current District curriculum and school instructional programs in assigned area

Linked Learning Framework

District's strategic plan

Federal, state, and District policies and mandates related to work scope

Methods to interpret apply and explain rules, regulations, policies, and procedures

Effective project management

Local and national career preparedness trends

Interpersonal skills using tact, patience, and courtesy

Planning, organization and coordination needed for assigned program

Effective strategies, theories, techniques, and methods of professional development

Diverse academic, socio-economic, cultural, ethnic, and disability backgrounds of District students and staff

Correct English usage, grammar, spelling, and punctuation

Principles and practices of effective leadership, supervision and evaluation

Serve as trusted resource to District administrators and facilitate communication throughout the District

Budget preparation and management to ensure fiscal responsibility

Presentation, communication, and public speaking techniques

Computer software, hardware, and related technology

ABILITY TO:

Interpret, apply, and explain rules, regulations, policies and procedures

Communicate effectively in English both orally and in writing

Understand and follow oral and written directions

Implement plans and evaluate their outcomes

Analyze situations accurately and adopt effective courses of action

Prioritize responsibilities and meet established schedules and timelines

Manage multiple projects simultaneously

Establish and maintain effective working relationships with others of diverse backgrounds, experience, and personalities

Address the needs of identified English Learner communities

Maintain accurate records

Cross-train department personnel

Work with diverse school sites and conditions

Perform duties with awareness of all District requirements and policies

Analyze, interpret and communicate data

Motivate and support adults to transform their practices

Plan, organize, and complete work to meet established timelines and deadlines

Prepare and deliver clear and concise presentations to a variety of audiences

Participate in District approved professional development to maintain current knowledge of evolving needs of students and the District related to work scope

Meet District standards of professional conduct as outlined in Board Policy

Operate personal computer, related software, and other office equipment

PREREQUISITES

A Bachelor's degree from a regionally-accredited college or university in any major

Three (3) years of College and Career Pathways or Small Learning Community teaching experience in any subject

Valid California CTE Teaching Credential or valid equivalent document preferred

Experience as a classroom teacher preferred

Industry experience (outside of education) preferred

Valid California Driver's License

PRE-EMPLOYMENT PROCESS:

Employment eligibility will include fingerprints, tuberculosis and/or other employment clearance

WORKING CONDITIONS

ENVIRONMENT:

Office and diverse school site environments; driving a vehicle to conduct work; fast-paced work; constant interruptions

PHYSICAL REQUIREMENTS:

Consistent mental alertness; sitting or standing for extended periods of time; lifting, carrying, pushing, and pulling objects up to 30 pounds, occasionally 30+ pounds; bending and twisting at the waist, reaching overhead, above the shoulders and horizontally; dexterity of both hands and fingers while performing duties; seeing to read, write and use the computer; hearing and speaking to exchange information, in person or on the telephone, and make presentations.

NON-DISCRIMINATION POLICY:

The Oakland Unified School District does not discriminate in any program, activity, or in employment on the basis of actual or perceived race, religion, color, national origin, ancestry, age, marital status, pregnancy, physical or mental disability, medical condition, genetic information, veteran status, gender, sex, or sexual orientation.

Legislative File	
File ID Number:	17-2444
Introduction Date:	01/18/2018
Enactment Number:	18-0020
Enactment Date:	1-10-18
By:	

OAKLAND UNIFIED SCHOOL DISTRICT

Position Description

TITLE:	Network Administrator I	REPORTS TO:	Assigned Supervisor
DEPARTMENT:	As Assigned	CLASSIFICATION:	Classified
FLSA:	Non-Exempt	WORK YEAR/HOURS:	261 days/7.5 hours
ISSUED:	Created: June 2008 Revised: November 2017	SALARY GRADE:	WTCL 50

BASIC FUNCTION: With limited supervision, perform complex technical duties related to the maintenance and support of distributed computer networks, installing related hardware, software, and peripheral equipment; troubleshoot and administer central network systems.

REPRESENTATIVE DUTIES: (Incumbents may perform any combination of the essential functions shown below. This position description is not intended to be an exhaustive list of all duties, knowledge, or abilities associated with this classification, but is intended to reflect the principal job elements accurately.)

ESSENTIAL FUNCTIONS:

Handle the administration of a local area network and related maintenance of the application and operating system including data back-up and recovery.

Configure, maintain, and support Cisco switching VOIP infrastructure across multiple enterprise environments and client locations both remotely and on-site.

Perform basic administration and troubleshooting of Active Directory environments (user and computer accounts, group policies, scripting, permissions, DNS, DHCP, endpoint management, etc...).

Perform basic configurations on server infrastructures (mixed virtualized and physical environments).

Provide technical support to endpoint devices.

Provide specialized user support services including the timely diagnosis and resolution of problems and malfunctions in computer applications.

Research and evaluate computer and network software and hardware to determine their utility.

Monitor the network to ensure reliability and availability.

Assist in optimizing computer and network performance.

Identify problem sources to resolve hardware and software failures and malfunctions.

Document problems relating to hardware, software, and networks, resolving them independently or referring them to appropriate staff or outside vendors as needed.

Participate in training and retraining of users as required.

Perform setup and installation of computers, networks, phones, printers, peripherals, and software for users.

Prepare hardware, software, and procedural documentation.

Work cooperatively with other department staff in assisting and resolving user technical problems.

Maintain current knowledge as provided by the District of technological advances in computers and peripheral equipment, software, operating systems, and networks.

Administer the District's email system, virus protection, filtering and data backup and restoration.

Work with and assist Network Engineer in the development and implementation of new server and Network systems.

Perform related duties as assigned.

QUALIFICATIONS:

The District determines whether a candidate is qualified based on fulfillment of prerequisites, relevant work experience, ability to perform the essential functions, reference checks, effective interpersonal and communication skills demonstrated by interview performance and/or writing samples, and achievement on performance-based assessments (if applicable) that demonstrate the candidate possesses the requisite knowledge, skills and abilities. Meeting prerequisites only satisfies the initial screening process and does not indicate the candidate is qualified to perform the essential functions of the position.

KNOWLEDGE OF:

Intermediate knowledge of one or more of the following software environments: Microsoft, Apple, Google

Centralized management systems, policies, procedures, and best practices

Advanced trouble-shooting skills

Network Operating Systems including Microsoft Windows, Linux, macOS, and Chrome OS

Experience with endpoint and user management solutions, i.e., SSCM, Jamf, Google Admin Console, etc...

Software evaluation, selection, packaging, and distribution

Administration of Cisco Unified Communications

TCP/IP including sub-netting and routing

Basic Cisco IOS configuration

User training and support

ABILITY TO:

Administer and troubleshoot wide area network technologies

Analyze and evaluate instructional and office technology problems and advise solutions

Train staff to run systems; identify and solve problems, and apply new developments in technology

Develop training materials and facilitate staff training on instructional and office technology

Communicate effectively and successfully both orally and in writing

Interact well with inter and intra-office personnel and outside agents

Analyze, solve and complete tasks independently with minimal supervision

Transport computer equipment weighing up to fifty pounds to and from various locations; and other duties as assigned

PREREQUISITES

Bachelor Degree or its equivalent required (2 years of similar and relevant work level experience = 1 year of college). A combination of experience and education may be used to meet the Bachelor Degree requirement; however, the work experience years used to qualify for the Bachelor Degree requirement cannot be used to meet the work requirement.

One (1) year of related professional experience

At least one of the following certifications is preferred: MCSE, CCNA, MCP, or MCSA

Valid California Driver's License

PRE-EMPLOYMENT PROCESS:

Employment eligibility will include fingerprints, tuberculosis and/or other employment clearance

WORKING CONDITIONS

ENVIRONMENT:

Office and diverse school site environments; driving a vehicle to conduct work; fast-paced work; constant interruptions

PHYSICAL REQUIREMENTS:

Consistent mental alertness; sitting or standing for extended periods of time; lifting, carrying, pushing, and pulling objects up to 30 pounds, occasionally 30+ pounds; bending and twisting at the waist, reaching overhead, above the shoulders and horizontally; dexterity of both hands and fingers while performing duties; seeing to read, write and use the computer; hearing and speaking to exchange information, in person or on the telephone, and make presentations.

NON-DISCRIMINATION POLICY:

The Oakland Unified School District does not discriminate in any program, activity, or in employment on the basis of actual or perceived race, religion, color, national origin, ancestry, age, marital status, pregnancy, physical or mental disability, medical condition, genetic information, veteran status, gender, sex, or sexual orientation.

Legislative File	
File ID Number:	17-2444
Introduction Date:	01/10/2018
Enactment Number:	18-0020
Enactment Date:	1-10-18
By:	

OAKLAND UNIFIED SCHOOL DISTRICT

Position Description

TITLE:	Network Administrator II	REPORTS TO:	Assigned Supervisor
DEPARTMENT:	As Assigned	CLASSIFICATION:	Classified
FLSA:	Non-Exempt	WORK YEAR/HOURS:	261 days/7.5 hours
ISSUED:	Created: June 2008 Revised: November 2017	SALARY GRADE:	WTCL 53

BASIC FUNCTION: With limited supervision, perform complex technical duties related to the maintenance and support of distributed computer networks, installing related hardware, software, and peripheral equipment; troubleshoot and administer central network systems. Lead and manage projects and provide user training.

REPRESENTATIVE DUTIES: (Incumbents may perform any combination of the essential functions shown below. This position description is not intended to be an exhaustive list of all duties, knowledge, or abilities associated with this classification, but is intended to reflect the principal job elements accurately.)

ESSENTIAL FUNCTIONS:

Handle the administration of a local area network and related maintenance of the application and operating system including data back-up and recovery.

Configure, maintain, and support Cisco switching VOIP infrastructure across multiple enterprise environments and client locations both remotely and on-site.

Perform basic administration and troubleshooting of Active Directory environments (user and computer accounts, group policies, scripting, permissions, DNS, DHCP, endpoint management, etc...).

Perform basic configurations on server infrastructures (mixed virtualized and physical environments).

Provide technical support to endpoint devices.

Provide specialized user support services including the timely diagnosis and resolution of problems and malfunctions in computer applications.

Research and evaluate computer and network software and hardware to determine their utility.

Monitor the network to ensure reliability and availability.

Assist in optimizing computer and network performance.

Identify problem sources to resolve hardware and software failures and malfunctions.

Document problems relating to hardware, software, and networks, resolving them independently or referring them to appropriate staff or outside vendors as needed.

Participate in training and retraining of users as required.

Perform setup and installation of computers, networks, phones, printers, peripherals, and software for users.

Prepare hardware, software, and procedural documentation.

Work cooperatively with other department staff in assisting and resolving user technical problems.

Maintain current knowledge as provided by the District of technological advances in computers and peripheral equipment, software, operating systems, and networks.

Administer the District's email system, virus protection, filtering and data back-up and restoration.

Work with and assist Network Engineer in the development and implementation of new server and Network systems.

Serve as Project Manager for significant network projects such as upgrades or functionality assessments.

Develops and manages projects.

Perform related duties as assigned.

QUALIFICATIONS:

The District determines whether a candidate is qualified based on fulfillment of prerequisites, relevant work experience, ability to perform the essential functions, reference checks, effective interpersonal and communication skills demonstrated by interview performance and/or writing samples, and achievement on performance-based assessments (if applicable) that demonstrate the candidate possesses the requisite knowledge, skills and abilities. Meeting prerequisites only satisfies the initial screening process and does not indicate the candidate is qualified to perform the essential functions of the position.

KNOWLEDGE OF:

Advanced knowledge of one or more of the following software environments: Microsoft, Apple, Google

Centralized management systems, policies, procedures, and best practices

Advanced trouble-shooting skills

Network Operating Systems including Microsoft Windows, Linux, macOS, and Chrome OS

Experience with endpoint and user management solutions, i.e., SSCM, Jamf, Google Admin Console, etc...

Software evaluation, selection, packaging, and distribution

Administration of Cisco Unified Communications

TCP/IP including sub-netting and routing

Basic Cisco IOS configuration

User training and support best practices

Project management

ABILITY TO:

Administer and troubleshoot wide area network technologies

Analyze and evaluate instructional and office technology problems and advise solutions

Train staff to run systems; identify and solve problems, and apply new developments in technology

Develop training materials and facilitate staff training on instructional and office technology

Communicate effectively and successfully both orally and in writing

Interact well with inter and intra-office personnel and outside agents

Analyze, solve and complete tasks independently with minimal supervision

Transport computer equipment weighing up to fifty pounds to and from various locations; and other duties as assigned

Manage projects

PREREQUISITES

Bachelor Degree or its equivalent required (2 years of similar and relevant work level experience = 1 year of college). A combination of experience and education may be used to meet the Bachelor Degree requirement; however, the work experience years used to qualify for the Bachelor Degree requirement cannot be used to meet the work requirement.

Two (2) years of related professional experience

At least one of the following certifications is required: MCSE, CCNA, MCP, or MCSA

Valid California Driver's License

PRE-EMPLOYMENT PROCESS:

Employment eligibility will include fingerprints, tuberculosis and/or other employment clearance

WORKING CONDITIONS

ENVIRONMENT:

Office and diverse school environments; driving a vehicle to conduct work; fast-paced work; constant interruptions

PHYSICAL REQUIREMENTS:

Consistent mental alertness; sitting or standing for extended periods of time; lifting, carrying, pushing, and pulling objects up to 30 pounds, occasionally 30+ pounds; bending and twisting at the waist, reaching overhead, above the shoulders and horizontally; dexterity of both hands and fingers while performing duties; seeing to read, write and use the computer; hearing and speaking to exchange information, in person or on the telephone, and make presentations.

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Legislative File	
File ID Number:	17-2444
Introduction Date:	01/10/2018
Enactment Number:	18-0020
Enactment Date:	1-10-18
By:	

OAKLAND UNIFIED SCHOOL DISTRICT

Position Description

TITLE:	**Senior Computer Technician**	REPORTS TO:	**Assigned Supervisor**
DEPARTMENT:	**As Assigned**	CLASSIFICATION:	**Classified**
FLSA:	**Non-Exempt**	WORK YEAR/HOURS:	**261 days/7.5 hours**
ISSUED:	**Revised: June 27, 2007 Revised: November 2017**	SALARY GRADE:	**WTCL 43**

BASIC FUNCTION: Under general supervision, perform analytical, highly complex tasks in support of the District's technology functions; provide leadership and direction to users and maintenance to various District systems hardware and software applications; provide leadership and direction regarding instructional or business system applications; assist in the creation of end-user computing policies, procedures and standards.

REPRESENTATIVE DUTIES: (Incumbents may perform any combination of the essential functions shown below. This position description is not intended to be an exhaustive list of all duties, knowledge, or abilities associated with this classification, but is intended to reflect the principal job elements accurately.)

ESSENTIAL FUNCTIONS:

Provide leadership and direction to users and maintenance to various District systems hardware and software applications.

Provide leadership and direction regarding instructional or business system applications.

Provide hardware engineering expertise to analyze complex hardware systems, hardware design, architecture, and other technical hardware issues to ensure that problems have been properly identified and solutions will satisfy the user's requirements.

Advise Central Office department leaders in assessing and purchasing hardware needs according to District standards.

Proactively address technology issues in Central Office departments; provide updates to the Technology Services team about the departments' activities.

Assist in the creation of end-user computing policies, procedures and standards that insure overall conformance with Technology Services' objectives.

Clearly and thoroughly document all steps when resolving issues and responding to requests.

Train site and support personnel on the use and operation of devices and applications.

Assist in the professional development activities for Technology Services, District and school staff.

Assist with creating, validating, testing, and managing student and staff device images and configurations; serve as tier 2 support for technical issues from the Specialist, School Technology.

Demonstrate an intellectual understanding of the application and use of hardware and technologies related to the school district environment.

Provide daily hands on technical support, installations, diagnostics and troubleshooting of PC/Laptop, MAC and related peripherals for all aspects of the District end-user's computing environment.

Research and provide expertise on integration of third party software and tools within the current desktop/laptop/ Windows and Macintosh environment.

Assist in the administration of the LAN/WAN and wireless networking environment.

Assist with device moves, add-ons, repairs, and modifications when requested.

Provide 2nd level technical assistance with the District Help Desk to coordinate effective resolutions for customer problems.

Assist with set up and support with state testing sessions at school sites as needed.

Maintain and update technical skills as provided by the District and embrace self-directed learning to provide value to the organization and team.

Operate in high stress/demand environments to provide real-time remote support to urgent requests from users across the District.

Actively participate in Technology Services meetings for information sharing and training.

Attend professional development workshops, training sessions, and professional association meetings and conferences related to information technology to stay current with state-of-the-art methods and practices.

Participate in central technology summer upgrades consistent with employment duties.

Perform related duties as assigned.

QUALIFICATIONS:

The District determines whether a candidate is qualified based on fulfillment of prerequisites, relevant work experience, ability to perform the essential functions, reference checks, effective interpersonal and communication skills demonstrated by interview performance and/or writing samples, and achievement on performance-based assessments (if applicable) that demonstrate the candidate possesses the requisite knowledge, skills and abilities. Meeting prerequisites only satisfies the initial screening process and does not indicate the candidate is qualified to perform the essential functions of the position.

KNOWLEDGE OF:

Troubleshooting devices such as computers, printers, tablets, networks, and smartphones; skilled at determining troubleshooting strategies and resources

Configuring and setting up PC, Mac, iOS, and Chromebooks

Working and troubleshooting within the Windows, MacOS, iOS, and Chromebook environments

Microsoft OS deployment technologies in a wide area network

Apple deployment technologies such as Apple School Manager, Device Enrollment Program, and Volume Purchasing Program

Understanding of current MS, Apple, Chrome operating systems and user impacting changes among versions

Various application suites for the Microsoft Windows and Macintosh environments including Web access and use applications

Basic networking: TCP/IP, network printing, wireless and industry terminology to accurately capture information

Capabilities and limitations of computing hardware, operating systems and applications

Operating and security requirements of technology equipment for computers, tablets, smartphones, etc...

Technical aspects of field of specialty

Record-keeping techniques

Diagnostic techniques

WORKING CONDITIONS

ENVIRONMENT:

Office and diverse school environments; driving a vehicle to conduct work; fast-paced work; constant interruptions

PHYSICAL REQUIREMENTS:

Consistent mental alertness; sitting or standing for extended periods of time; lifting, carrying, pushing, and pulling objects up to 30 pounds, occasionally 30+ pounds; bending and twisting at the waist, reaching overhead, above the shoulders and horizontally; dexterity of both hands and fingers while performing duties; seeing to read, write and use the computer; hearing and speaking to exchange information, in person or on the telephone, and make presentations.

NON-DISCRIMINATION POLICY:

The Oakland Unified School District does not discriminate in any program, activity, or in employment on the basis of actual or perceived race, religion, color, national origin, ancestry, age, marital status, pregnancy, physical or mental disability, medical condition, genetic information, veteran status, gender, sex, or sexual orientation.