



**CLASSIFIED**  
**Job Classification Description**  
Equal Employment Opportunity

MADERA UNIFIED SCHOOL DISTRICT  
PERSONNEL COMMISSION  
APPROVED MOTION NO. 22-2022/23  
DOCUMENT NO. 10-2022/23  
DATED: 10/19/2022

**INFORMATION SYSTEMS SPECIALIST – LEAD**

**DEPARTMENT/SITE:** Information Technology  
and Support Services

**REPORTS TO:** Information Technology  
Supervisor

**SALARY SCHEDULE:** Classified Bargaining Unit

**SALARY RANGE:** 45

**WORK CALENDAR:** 261 Days

**FLSA:** Non-Exempt

**PURPOSE STATEMENT:**

Under direction, the job of Information Systems Specialist - Lead is for the purpose/s of supporting the educational process and will assign, review, and coordinate the work of other Information Systems Specialists and Technicians. Duties include acting as an escalation point for other Information Systems Specialists and Technicians as it relates to help desk support; coordinating teams of Information Systems Specialists and Technicians for the purposes of Information Technology projects; assisting administrators and staff in personal computer related needs; basic scripting and querying in SQL or application layer languages and serving as a technical liaison or escalation point for technical liaisons in district-wide cross-departmental projects. The incumbents in this classification provide the school community with user support for technology hardware and software which directly supports student learning and achievement.

**DISTINGUISHING CHARACTERISTICS**

This is the fourth level in the Information Systems Series. The Information Systems Specialist - Lead is a lead worker position and will be responsible for performing day-to-day duties similar to other Information Systems Specialists and Technicians.

**ESSENTIAL FUNCTIONS, DUTIES, AND TASKS:**

*The following alphabetical list of functions, duties, and tasks is typical for this classification. Incumbents may not perform all of the listed duties and/or may be required to perform other closely related or department-specific functions, duties, and tasks from those set forth below to address business needs and changing business practices.*

- Collaborates with a variety of internal and external parties (e.g., District personnel, vendors) for the purpose of implementing and/or maintaining services, including large-scale interdepartmental district projects.
- Creates, troubleshoots, and runs queries in SQL or application layer languages against a variety of data (e.g., student data, personnel data) for providing requested information and/or evaluating the accuracy of the data.
- Leads, assigns, reviews, and coordinates the work of Information Systems Specialists and Technicians by providing technical guidance, coordinating technical and help desk support, and serving as a representative of the team to site administrators, department directors, and other groups.
- Oversees and coordinates projects to ensure completion of all tasks and project milestones.
- Oversees the maintenance of an accurate inventory of electronic devices throughout the District.
- Participates in and assists in the implementation of duties assigned to other levels of the Information Systems Series.

- Participates in educational seminars and meetings for the purpose of maintaining and upgrading job knowledge, skills, and resolutions to safety issues.
- Participates in meetings (e.g., school site, departmental) for the purpose of providing and/or gathering information.
- Prepares a variety of reports regarding the needs, trends, and problems at sites for communicating information to other parties.
- Provides input to the department's supervisor and director regarding staff issues and performance.
- Receives and responds to calls and personal inquiries regarding questions and problems with usage of advanced personal computers and software, input and output of documents, data, and telecommunications to and from computer hardware (examples of software include, but are not limited to, education, industry special programs, accounting systems, word processing, spreadsheets, graphics, desktop publishing, bibliographic research, internet, and electronic mail).
- Responds to a variety of inquiries (e.g., students, teachers, District personnel, Help Desk inquiries) for providing information and technical assistance.
- Responsible for reviewing the District's Help Desk and project management systems to facilitate timely completion of all requests and assigned tasks.
- Supports and trains other team members in the proper procedures and functions of their jobs and provides leadership/mentoring to team members.
- Tests application software for ensuring that the product matches defined requirements and expected functionality.
- Trains and participates in the creation of training material for teachers, administrators, staff, etc., for ensuring their ability to use new and/or existing electronic equipment, operating systems, and application software.
- Performs other related duties as assigned for ensuring the efficient and effective functioning of the work unit and the District, including various mandatory District trainings.

## **KNOWLEDGE, SKILLS, AND ABILITIES**

*(At time of application)*

### **Knowledge of:**

- English language, grammar, spelling, and punctuation
- Oral and written communication skills
- Interpersonal skills using tact, patience, and courtesy
- Document creation and preparation following prescribed formats and/or present information to others
- Practical problem-solving methods and techniques
- Standard operating procedures for personal computers and related peripheral equipment
- Advanced technical knowledge of computer hardware, software, and electronic components attached or found within, including the corresponding terminology
- Cloud-based software as a service platform (G-suite, O365, etc.), Student Information Systems, SSO, and Digital
- Curriculum rostering platforms
- Basic scripting and SQL or application layer queries.
- District organization, operations, policies, objectives, and goals
- Basic project management and leadership skills

### **Skills and Abilities to:**

- Reason at the level of algebra and/or geometry
- Read a variety of manuals and understand/apply the concepts to job assignments.
- Perform multiple technical tasks with a need to periodically upgrade skills in order to meet changing job conditions

- Adhere to safety practices
- Operate computer equipment and related peripherals
- Plan and manage projects.
- Install and maintain electronic equipment
- Schedule activities and/or meetings
- Gather and/or collate data and consider a number of factors when using equipment
- Work with others using flexibility in a wide variety of circumstances
- Work with data utilizing defined and similar processes
- Operate equipment using a variety of standardized methods
- Work with a diversity of individuals and/or groups
- Work with similar types of data
- Utilize a variety of types of job-related equipment
- Solving problems with data that may require independent interpretation
- Read, understand, and apply information from technical manuals or documentation
- Document in writing, clearly and concisely, the steps used to troubleshoot and solve hardware or software-related issues
- Communicate technical information to non-technical users
- Communicate, understand, and follow both oral and written directions effectively
- Solve problems with data that require independent interpretation of guidelines and with the specific ability to perform the functions of the job
- Set priorities, meeting deadlines and schedules while working with frequent interruptions
- Apply integrity and trust in all situations
- Communicate effectively and courteously with contacts within and outside the District
- Present a positive image of Madera Unified School District

#### **RESPONSIBILITY:**

Responsibilities include working under limited supervision following standardized practices and/or methods; leading, guiding, and/or coordinating others; and operating within a defined budget. Utilization of resources from other work units is often required to perform the job's functions. There is a continual opportunity to have some impact on the organization's services.

#### **JOB QUALIFICATIONS / REQUIREMENTS:**

*(At time of application and in addition to the Knowledge, Skills, and Abilities listed above.)*

#### **EDUCATION REQUIRED:**

Associate's degree in computer science, information technology, or a related field from an accredited college or university.

#### **EXPERIENCE REQUIRED:**

Four (4) years of work experience in the overseeing of systems programming or network administration for computers; **OR**; An equivalent combination of education, work experience, and certifications that demonstrate relevant possession of the requisite knowledge, skills, and abilities of the position may be substituted.

#### **LICENSE(S) REQUIRED:**

- Valid, current California Driver's License to drive personal vehicle to various sites in the District to provide technology user support services

**CERTIFICATIONS AND TESTING REQUIRED:**

- Pass the District's applicable proficiency exam for the job class with a satisfactory score
- After an offer of employment, obtain:
  - Criminal Justice and FBI Fingerprint Clearance
  - Negative TB test result plus periodic post-employment retest as required (currently every four years)
  - Pre-employment physical exam A through the District's provider

**WORK ENVIRONMENT / PHYSICAL DEMANDS:**

*(Must be performed with or without reasonable accommodations.)*

- Work is primarily indoors and occasionally requires sitting for extended periods
- Lift and move equipment and other objects weighing up to 50 pounds
- Dexterity of hands and fingers to operate hand tools, a computer keyboard, and other office equipment and to maintain paper files and documents
- Use hands and fingers to grasp, hold, and manipulate objects
- Kneeling, bending at the waist, sitting, squatting, crawling, stretching,
- and reaching overhead, above the shoulders, and horizontally to place equipment and wiring and retrieve and store files and supplies
- Climb ladders
- Hearing and speaking to exchange information in person or on the telephone
- Visual acuity to see/read documents and computer screen
- Frequent operation of a personal vehicle and occasional operation of a District vehicle to travel within and outside the district for meetings, training sessions, and assisting staff at school sites
- Exposure to intermittent noise and interruptions typical of a school environment
- Potential for contact with blood-borne pathogens and communicable diseases