Saddleback Valley Unified
School District

Range 62
Regular Classified Salary Schedule
EEO 5-10

COMPUTER ANALYST II

DEFINITION

Under direction, support and troubleshoot local area networks at school sites and the District office. Install, configure, upgrade, support and troubleshoot Windows NT Servers. Maintain and support computer software applications, manage security on servers, PC's and Macintosh's; provide telephone support to users; and perform related duties as required.

EXAMPLES OF DUTIES

Configure and troubleshoot Windows NT and Macintosh servers and workstations, configure and troubleshoot workstations (both PC's and Macintosh) for network access including Internet, e-mail, and VAX emulation. Configure network and stand-alone printers, add print queues, troubleshoot printing problems. Support and troubleshoot software on Windows and Macintosh platforms, including various mail packages, multiple browser software, Microsoft Office, VAX emulation, FTP, and workstation security packages. Research difficult problems with vendors, tech support lines and the Internet. Support operating systems including DOS, Microsoft Windows and various Macintosh systems. Support network operating systems including Windows and Macintosh Server and Novell Netware. Work with technology site coordinators and student technology assistants to resolve problems. Support networked CD-ROM servers at school sites and support library circulation software. Support the district web server and FTP access to the web server from school sites. Research and implement pilot projects for District-wide implementation. Support dial-in Internet and e-mail connections for teachers from their homes on both Windows and Macintosh platforms. Support video conferencing. Conduct meetings with student assistants as well as conduct occasional training sessions for staff. Produce documentation for other team members.

QUALIFICATIONS

Knowledge of
Principals and practices of computer systems and network communications; various operating systems and software utilities; methods and techniques of training; capabilities and limitations of computer and peripheral equipment; cable requirements and interface technology.

Ability to
Make sound judgments related to computer usage and applications; analyze and solve problems for effective network utilization; operate computers 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, the IRC coordinator, site technology coordinators and student technology assistants.

Experience

Four years experience in troubleshooting LAN's and two years experience in configuring and supporting a Windows NT environment.

Education

BS or BA in computer or related fields, supplemented by appropriate computer science courses, including training in Windows NT and Windows workstation products. Microsoft System Engineer Certificate 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.

Licenses

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

Board Approved: May 11, 1999
Revised: February 8, 2005 effective March 1, 2005