



Job Description **Technology Services Coordinator (TSC)**

Job Type/Classification: Technology Services Coordinator (TSC), AFSCME
Compensation: Technology Coordinator column of Technology Salary Schedule
Reports to: Technology and Data Services Manager or designee

Position Summary:

The Technology Services Coordinator (TSC) provides technical support to students and staff in support of teaching and learning. The TSC applies best practices, sound judgment, and problem-solving when supporting customers, and works in alignment with San José Unified procedures.

Essential Duties and Responsibilities:

- Manages San José Unified technology, devices, accessories, and applications at assigned site/s, ensuring appropriate storage, use, and maintenance
- Collaborates with staff and students to support teaching and learning with technology, providing training and building technology skills as appropriate
- Identifies, researches, troubleshoots, and resolves technical problems related to software and hardware from tier-1 to tier-2
- Installs, configures, and supports San José Unified-approved technology according to established procedures, including but not limited to computers, operating systems, mobile devices, and network devices
- Assists with creating and maintaining technical documentation and user tutorials
- Maintains clean, organized, and safe client technology environments for staff, students, and San José Unified events
- Provides technology support for site and San José Unified events
- Assists in accomplishing site, department, and San José Unified goals
- Maintains regular and punctual attendance to fully meet work responsibilities
- Performs other duties as assigned

Qualifications:

Education and Experience:

- Completion of 12th grade or equivalent preferred
- At least one year of work experience in a related environment preferred

Licenses and/or Certifications:

- California driver's license may be required
- Passage of San José Unified test
- Apple Certified Macintosh Technician (ACMT) preferred
- MDM certifications preferred (Jamf 100, 200, 300, 400)

Knowledge, Skills and Abilities

- Commonly used concepts, practices, and procedures related to macOS, iOS, Chrome OS, Windows and Linux operating systems
- Tier-1 and Tier-2 knowledge and understanding of San José Unified and K-12 educational software user environments

- Tier-1 and Tier-2 knowledge of cloud software and how to use associated services
- Tier-1 and Tier-2 understanding of how network environments function
- Ability to instruct others in basic installation, use, and troubleshooting of software
- Ability to think critically and creatively to solve complex problems with pragmatic solutions
- Ability to work and communicate effectively and respectfully with diverse teams to reach a common goal
- Ability to work in a fast-paced environment and maintain a calm, professional demeanor
- Knowledge of correct English usage, spelling, grammar, punctuation, and general math
- Ability to follow written and oral directions
- Ability and willingness to learn

Terms of Employment:

- As outlined in the Collective Bargaining Agreement

Physical Demands and Working Conditions:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. While performing the duties of this job, the employee is continuously required to speak and listen for extended periods. The employee is also required to sit or stand for long periods, and to regularly to walk; use hands or fingers to handle, or feel objects, tools, or controls; reach with hands and arms; and stoop, kneel, crouch or crawl. The employee must regularly lift and move up to 20 pounds, and occasionally lift and move up to 50 pounds. Specific vision abilities required for this job include close vision, peripheral vision, depth perception, and the ability to adjust focus. The employee is further required to have the physical, mental, and emotional stamina to fully perform the duties and responsibilities of the position, and the mental acuity to collect, evaluate, and interpret data; to reason; to define problems; to establish facts; to draw valid conclusions; and to make effective judgments and decisions.

The information contained in this job description is for compliance with the American with Disabilities Act (A.D.A.) and is not exhaustive of the duties performed or that may be performed by this position.

San Jose Unified School District is an Equal Opportunity Employer and does not discriminate on the basis of actual or perceived race, religion, color, national origin, ancestry, ethnicity, age, marital status, pregnancy, physical or mental disability, medical condition, genetic information, veteran status, parental status, gender, gender identity, gender expression, sex, or sexual orientation in its employment practices.

Board Approved:



Job Description

Lead Technology Services Coordinator (LTSC)

Job Type/Classification: Lead Technology Services Coordinator (LTSC), AFSCME

Compensation: Lead Technology Coordinator column of Technology Salary Schedule

Reports to: Technology and Data Services Manager or designee

Position Summary:

The Lead Technology Services Coordinator (LTSC) provides tier-1 to tier-3 technical support to students and staff in support of teaching and learning. The LTSC applies best practices, sound judgment, and problem-solving when supporting customers, and works in alignment with San José Unified procedures. The LTSC has advanced technical skills, effectively prioritizes work, and may guide the work of others.

Essential Duties and Responsibilities:

- Oversees management of San José Unified technology, devices, accessories, and applications, ensuring appropriate storage, use, and maintenance
- Collaborates with staff and students to support teaching and learning with technology, providing training and building technology skills as appropriate
- Identifies, researches, troubleshoots, and resolves technical problems related to software and hardware from tier-1 to tier-3
- Assists in planning, coordinating, and executing San José Unified technology programs and initiatives
- Installs, configures, supports, and upgrades San José Unified-approved technology according to established procedures, including but not limited to computers, operating systems, mobile devices, and network devices
- Assists with creating and maintaining technical documentation and user tutorials
- Maintains clean, organized, and safe client technology environments for staff, students, and San José Unified events
- Provides technology support for site and San José Unified events
- Assists in accomplishing site, department and San José Unified goals
- Maintains regular and punctual attendance to fully meet work responsibilities
- Performs other duties as assigned

Qualifications:

Education and Experience:

- Completion of 12th grade or equivalent preferred
- At least two years of work experience in a related environment preferred

Licenses and/or Certifications:

- California driver's license may be required
- Passage of San José Unified test
- Apple Certified Macintosh Technician (ACMT) preferred
- MDM certifications preferred (Jamf 100, 200, 300, 400)

Knowledge, Skills and Abilities

- Commonly used concepts, practices, and procedures related to macOS, iOS, Chrome OS, Windows and Linux operating systems

- Tier-1 through 3 knowledge and understanding of San José Unified and K-12 educational software user environments
- Tier-1 through 3 knowledge of cloud software and how to use associated services
- Tier-1 through 3 understanding of how network environments function
- Ability to instruct others in basic installation, use, and troubleshooting of software
- Ability to prioritize and coordinate the work of self and others
- Ability to think critically and creatively to solve complex problems with pragmatic solutions
- Ability to work and communicate effectively and respectfully with diverse teams to reach a common goal
- Ability to work in a fast-paced environment and maintain a calm, professional demeanor
- Knowledge of correct English usage, spelling, grammar, punctuation, and general math
- Ability to follow written and oral directions
- Ability and willingness to learn

Terms of Employment:

- As outlined in the Collective Bargaining Agreement

Physical Demands and Working Conditions:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. While performing the duties of this job, the employee is continuously required to speak and listen for extended periods. The employee is also required to sit or stand for long periods, and to regularly to walk; use hands or fingers to handle, or feel objects, tools, or controls; reach with hands and arms; and stoop, kneel, crouch or crawl. The employee must regularly lift and move up to 20 pounds, and occasionally lift and move up to 50 pounds. Specific vision abilities required for this job include close vision, peripheral vision, depth perception, and the ability to adjust focus. The employee is further required to have the physical, mental, and emotional stamina to fully perform the duties and responsibilities of the position, and the mental acuity to collect, evaluate, and interpret data; to reason; to define problems; to establish facts; to draw valid conclusions; and to make effective judgments and decisions.

The information contained in this job description is for compliance with the American with Disabilities Act (A.D.A.) and is not exhaustive of the duties performed or that may be performed by this position.

San Jose Unified School District is an Equal Opportunity Employer and does not discriminate on the basis of actual or perceived race, religion, color, national origin, ancestry, ethnicity, age, marital status, pregnancy, physical or mental disability, medical condition, genetic information, veteran status, parental status, gender, gender identity, gender expression, sex, or sexual orientation in its employment practices.

Board Approved:



Job Description **Business Technology Analyst (BTA)**

Job Type/Classification: Business Technology Analyst (BTA), AFSCME

Compensation: BTA column of Technology Salary Schedule

Reports to: Director of Technology and Data Services or designee

Position Summary:

The Business Technology Analyst (BTA) supports and maintains San José Unified's technology and data reporting platforms. The BTA collaborates with internal and external stakeholders to design and implement technology to meet the needs of San José Unified. This position manages projects and uses data and process analysis to guide strategy and ensure that San José Unified technology is being adopted and utilized. This role requires proactive problem-solving, strong analytic skills, excellent customer service, and the ability to effectively coordinate the work of self and others across schools, departments, and divisions.

Essential Duties and Responsibilities:

- Responsible for implementing, supporting, and maintaining San José Unified's technology and data reporting platforms
- Evaluates San José Unified's technology and data needs and ensures solutions are industry current, department appropriate, and implemented with fidelity
- Conducts system and business process analysis to develop user requirements for new and existing systems
- Leads implementation, integration, and training for San José Unified applications and technologies
- Researches, develops, and implements processes and solutions in alignment with department or San José Unified objectives
- Analyzes large data sets, effectively communicating insights and recommending actions
- Communicates and collaborates effectively with a variety of internal and external stakeholders to accomplish department or San José Unified goals
- Monitors, prioritizes, and coordinates to ensure work is completed efficiently, accurately, and on time
- Resolves issues proactively, in alignment with policies, and provides excellent customer service
- Completes reporting and analysis accurately, on time, and using appropriate systems and processes
- Applies sound judgment and ensures decisions are aligned with relevant policies and regulations
- Creates and provides training as appropriate
- May manage or guide the work of others
- Assists in accomplishing site, department, and San José Unified goals
- Maintains regular and punctual attendance to fully meet work responsibilities
- Performs other duties as assigned

Qualifications:

Education and Experience

- Completion of 12th grade or equivalent preferred
- Associate's/Bachelor's degree in Business, Information Technology, Management Information Systems, or related subject area preferred

Licenses and/or Certifications

- California Driver's License
- Passage of San José Unified test

Knowledge, Skills and Abilities

- Understanding of contemporary software, relevant technology standards, and relational databases
- Ability to work with diverse stakeholders to design and enhance computer software and systems based on user and San José Unified needs
- Ability to translate functional requirements into technical specifications and communicate technical information in a clear and concise manner to users
- Ability to proactively solve problems and use sound judgment in decision-making
- Effective customer service skills; ability to establish and maintain effective working relationships with stakeholders
- Ability to efficiently and accurately analyze large data sets and communicate insights
- Ability to effectively prioritize, manage timelines, and meet time-related goals
- Ability to work both independently and collaboratively, guiding the work of self and others
- Ability to train others
- Ability to travel to sites across San José Unified
- Understanding and application of appropriate policies and procedures
- Excellent oral and written communication skills

Terms of Employment:

- As outlined in the Collective Bargaining Agreement

Physical Demands and Working Conditions:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. While performing the duties of this job, the employee is continuously required to speak and listen for extended periods. The employee is also required to sit or stand for long periods, and to regularly walk; use hands or fingers to handle, or feel objects, tools, or controls; reach with hands and arms; and stoop, kneel, crouch or crawl. The employee must regularly lift and move up to 20 pounds, and occasionally lift and move up to 30 pounds. Specific vision abilities required for this job include close vision, peripheral vision, depth perception, and the ability to adjust focus. The employee is further required to have the physical, mental, and emotional stamina to fully perform the duties and responsibilities of the position, and the mental acuity to collect, evaluate, and interpret data; to reason; to define problems; to establish facts; to draw valid conclusions; and to make effective judgments and decisions.

The information contained in this job description is for compliance with the American with Disabilities Act (A.D.A.) and is not exhaustive of the duties performed or that may be performed by this position.

San José Unified School District is an Equal Opportunity Employer and does not discriminate on the basis of actual or perceived race, religion, color, national origin, ancestry, ethnicity, age, marital status, pregnancy, physical or mental disability, medical condition, genetic information, veteran status, parental status, gender, gender identity, gender expression, sex, or sexual orientation in its employment practices.

Board Approved:



Job Description Systems Administrator

Job Type/Classification: Systems Administrator, AFSCME

Compensation: Systems Administrator column of Technology Salary Schedule

Reports to: Technology and Data Services Director or designee

Position Summary:

The Systems Administrator designs, implements, and manages San José Unified's software and hardware technologies, including but not limited to those related to communications, data management, and security. The Systems Administrator has the ability to support networking, telecommunications, server administration, and other San José Unified adopted systems. This role requires proactive problem-solving, strong analytic skills, excellent customer service, and the ability to work both independently and collaboratively.

Essential Duties and Responsibilities:

- Evaluates, designs, installs, configures, and maintains all San José Unified server, network, and telecommunication systems
- Primarily provides tier-3 technology support, and works collaboratively to resolve tier-1 and tier-2 issues as needed
- Identifies, researches, troubleshoots, and resolves system issues in alignment with policies and best practices
- Monitors performance and maintains systems according to vendor requirements
- Develops and manages backup solutions to minimize service disruptions
- Applies sound judgment and ensures decisions are aligned with relevant policies and regulations
- Communicates and collaborates effectively with both internal and external stakeholders
- Collaborates to create and maintain technical documentation, providing training as needed
- Assists in accomplishing site, department, and San José Unified goals
- Maintains regular and punctual attendance to fully meet work responsibilities
- Performs other duties as assigned

Qualifications:

Education and Experience:

- Associate's degree in a network or IT field, or equivalent combination of training and experience preferred
- At least three years of work experience in a similar environment preferred

Licenses and/or Certifications:

- California driver's license may be required
- CompTIA certifications preferred
- Cisco Certified Network Professional (CCNP) certification preferred
- Applicable professional certifications that support the work listed in the Essential Duties and Responsibilities preferred

Knowledge, Skills and Abilities

- Understanding of modern network, data, and voice communication systems
- Understanding of enterprise networks, security solutions, and SaaS cloud business services
- Knowledge of deploying and managing virtualized server environments

- Knowledge of configuring standard network protocols and services, including but not limited to TCP/IP, UDP, DNS, DHCP, HTTP, VoIP, and QoS
- Ability to configure routers, switches, and other hardware according to current specifications and best practices
- Ability to think critically and creatively to solve complex problems with pragmatic solutions
- Ability to work and communicate effectively and respectfully with diverse teams to reach a common goal
- Ability to work in a fast-paced environment and maintain a calm, professional demeanor
- Ability and willingness to learn, as well as to teach others
- Knowledge of correct English usage, spelling, grammar, punctuation, and general math
- Ability to follow written and oral directions

Terms of Employment:

- As outlined in the Collective Bargaining Agreement

Physical Demands and Working Conditions:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. While performing the duties of this job, the employee is continuously required to speak and listen for extended periods. The employee is also required to sit or stand for long periods, and to regularly to walk; use hands or fingers to handle, or feel objects, tools, or controls; reach with hands and arms; and stoop, kneel, crouch or crawl. The employee must regularly lift and move up to 20 pounds, and occasionally lift and move up to 50 pounds. Specific vision abilities required for this job include close vision, peripheral vision, depth perception, and the ability to adjust focus. The employee is further required to have the physical, mental, and emotional stamina to fully perform the duties and responsibilities of the position, and the mental acuity to collect, evaluate, and interpret data; to reason; to define problems; to establish facts; to draw valid conclusions; and to make effective judgments and decisions.

The information contained in this job description is for compliance with the American with Disabilities Act (A.D.A.) and is not exhaustive of the duties performed or that may be performed by this position.

San Jose Unified School District is an Equal Opportunity Employer and does not discriminate on the basis of actual or perceived race, religion, color, national origin, ancestry, ethnicity, age, marital status, pregnancy, physical or mental disability, medical condition, genetic information, veteran status, parental status, gender, gender identity, gender expression, sex, or sexual orientation in its employment practices.

Board Approved:



Job Description Software Engineer

Job Type/Classification: Software Engineer, AFSCME

Compensation: Software Engineer column of Technology Salary Schedule

Reports to: Director of Technology and Data Services or designee

Position Summary:

The Software Engineer leads the design, development, testing, and support of all data and software systems. The Software Engineer is a thought leader who collaborates with a variety of stakeholders to identify, recommend, and implement new features, technologies, and processes to meet user needs. The ability to translate business requirements into technology solutions, creatively problem-solve, and be detail-oriented are important skills for this role. This position requires leadership, versatility, enthusiasm, and a solutions-oriented mindset to tackle new challenges and advance San José Unified's strategic goals.

Essential Duties and Responsibilities:

- Utilizes database access tools, programming languages, and system scripting to build and maintain systems and applications to support San José Unified's strategic goals
- Leads all stages of the software development lifecycle, including requirements analysis, design, implementation, and testing, with close collaboration with stakeholders
- Provides primarily tier-3 technical assistance and support for systems and applications
- Collaborates to establish and maintain engineering standard operational procedures and best practices
- Effectively maintains data and software systems, including monitoring usage and security, designing and leading updates, resolving issues, and optimizing code to ensure performance and security
- Communicates and collaborates effectively with both internal and external stakeholders
- Installs and maintains application software and works cooperatively with network technical staff who maintain the server operating system software
- Assists in accomplishing site, department, and San José Unified goals
- Maintains regular and punctual attendance to fully meet work responsibilities
- Performs other duties as assigned

Qualifications:

Education and Experience

- Graduation from a four-year college, preferably with a major in Computer Science or Information Systems, or prior system and application development experience in a large scale online system preferred
- At least three years of experience in software development preferred
- At least one year of experience in SQL, PL/SQL, Stored Procedure, Packages, Trigger, and complex queries preferred
- Experience with one or more of the following languages preferred: Python, Java, C#, C++, ASP.Net, or JavaScript
- Experience with version control systems, such as CVS or Subversion preferred

Licenses and/or Certifications

- California Driver's License may be required

Knowledge, Skills and Abilities

- Database programming and system design
- Knowledge of principles and techniques of programming and systems analysis in a medium/large scale online, multi-user system
- Experience creating applications using a variety of interfaces, including GUI, Web, terminal, and client server systems (ASP.Net preferred)
- Knowledge of SQL Database systems and Client / Server based applications systems
- Ability to interface relational database tables with outside resources for data import and export tasks
- Ability to perform backup and restore procedures and to help define system operational procedures
- Ability to set up and maintain the system configurations needed to support the applications systems and user access on relational database systems
- Effective in collaborating with outside support resources that assist in software implementation and technical support issues
- Ability to work with diverse stakeholders to design and enhance San José Unified systems and applications based on user and San José Unified needs
- Ability to proactively solve problems and use sound judgment in decision-making
- Ability to work well independently, as well as within a team
- Ability to work in a fast-paced environment and maintain a calm, professional demeanor
- Strong customer service focus and a sense of urgency to meet their needs
- Strong commitment to data security and confidentiality

Terms of Employment:

- As outlined in the Collective Bargaining Agreement

Physical Demands and Working Conditions:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. While performing the duties of this job, the employee is continuously required to speak and listen for extended periods. The employee is also required to sit or stand for long periods, and to regularly walk; use hands or fingers to handle, or feel objects, tools, or controls; reach with hands and arms; and stoop, kneel, crouch or crawl. The employee must regularly lift and move up to 20 pounds, and occasionally lift and move up to 30 pounds. Specific vision abilities required for this job include close vision, peripheral vision, depth perception, and the ability to adjust focus. The employee is further required to have the physical, mental, and emotional stamina to fully perform the duties and responsibilities of the position, and the mental acuity to collect, evaluate, and interpret data; to reason; to define problems; to establish facts; to draw valid conclusions; and to make effective judgments and decisions.

The information contained in this job description is for compliance with the American with Disabilities Act (A.D.A.) and is not exhaustive of the duties performed or that may be performed by this position.

San José Unified School District is an Equal Opportunity Employer and does not discriminate on the basis of actual or perceived race, religion, color, national origin, ancestry, ethnicity, age, marital status, pregnancy, physical or mental disability, medical condition, genetic information, veteran status, parental status, gender, gender identity, gender expression, sex, or sexual orientation in its employment practices.

Board Approved: