

PINELLAS COUNTY SCHOOL BOARD
FLORIDA

PCSB: 6686
Pay Grade: C05

FLSA: Exempt

SENIOR INSTRUCTIONAL USER SUPPORT ANALYST

MAJOR FUNCTION:

Provides advanced technical assistance and analysis involving the design, installation, and troubleshooting of school computer applications, systems and networks. Participates in all phases of user support, micro-computer network activities. Acts as coordinator for projects involving school users and vendors for the implementation of LAN (local area networks). Requires use of independent judgement and ability to work with and share knowledge with others.

DUTIES AND RESPONSIBILITIES:

- Provides project leadership and has technical responsibility for campus networks including design, installation, training and troubleshooting of cabling and network hardware and software.
- Prepares specifications for technology purchases, evaluates bids and requests proposals for installation.
- Implements and maintains district-wide communication systems including e-mail, web sites, servers, distance learning, file distribution and online training and special projects.
- Provides support for use of capital outlay purchases including a variety of networks, designs and network operating systems.
- Coordinates installation of capital outlay purchases of instructional technology.
- Troubleshoots hardware and software and provides information to others.
- Analyzes and corrects malfunctions in stand alone and networked computers and peripheral devices.
- Researches and resolves problems reported by users of a variety of technologies.
- Develops, revises and disseminates new programs, curricula, materials and standards for technology training.
- Examines and evaluates new instructional technologies.
- Maintains WEB pages and provides technical assistance.
- Works cooperatively with technology vendors.
- Performs related work as required.

MINIMUM QUALIFICATIONS:

Bachelor's degree in Computer Science or a related field from an accredited college or university plus five (5) years experience working with major operating systems and software development to include knowledge and experience with Apple and NT servers, networks and related hardware and software and the development of training materials; or an equivalent combination of education, training, and related Pinellas County School Board experience.

ISSUED: 3/00 AK; BOARD APPROVED: 6/13/00

The above statements are intended to describe the general nature and level of work being performed by employees assigned to this classification. They are not intended to be construed as an exhaustive list of all responsibilities and duties required of those in this classification.

SENIOR INSTRUCTIONAL USER SUPPORT ANALYST

<u>WORKING CONDITIONS & PHYSICAL EFFORT:</u>	Seldom Or Never	Monthly	Weekly	Daily	Hourly
1. Lift objects weighing up to 20 pounds		X			
2. Lift objects weighing 21 to 50 pounds		X			
3. Lift objects weighing 51 to 100 pounds	X				
4. Lift objects weighing more than 100 pounds	X				
5. Carry objects weighing up to 20 pounds		X			
6. Carry objects weighing 21 to 50 pounds		X			
7. Carry objects weighing 51 to 100 pounds	X				
8. Carry objects weighing 100 pounds or more	X				
9. Standing up to one hour at a time	X				
10. Standing up to two hours at a time	X				
11. Standing for more than two hours at a time	X				
12. Stooping and bending		X			
13. Ability to reach and grasp objects				X	
14. Manual dexterity or fine motor skills					X
15. Color vision, the ability to identify and distinguish colors				X	
16. Ability to communicate orally					X
17. Ability to hear					X
18. Pushing or pulling carts or other such objects		X			
19. Proofreading and checking documents for accuracy					X
20. Using a keyboard to enter and transform words or data					X
21. Using a video display terminal					X
22. Working in a normal office environment with few physical discomforts					X
23. Working in an area that is somewhat uncomfortable due to drafts, noise, temperature variation, or other conditions	X				
24. Working in an area that is very uncomfortable due to extreme temperature, noise levels, or other conditions	X				
25. Working with equipment or performing procedures where carelessness would probably result in minor cuts, bruises or muscle pulls	X				
26. Operating automobile, vehicle, or van	X				
27. Other physical, mental or visual ability required by the job	X				

Senior Instructional User Support Analyst - PTS