
PERSONNEL COMMISSION

LONG BEACH
UNIFIED SCHOOL DISTRICT
Excellence & Equity

Class Code: 5338
Salary Range: 40 (C1)

MOBILE DEVICE SPECIALIST

JOB SUMMARY

Under general supervision, perform a variety of specialized duties in support of the operation, security and compliance of District-issued mobile devices and computers; coordinate and maintain mobile device management (MDM) solutions, such as Google Workspace for Education, Microsoft Intune, VMware Workspace ONE and JAMF; perform related duties as assigned.

EXAMPLES OF DUTIES

The classification specification does not describe all duties performed by all incumbents within the class. This summary provides examples of typical tasks performed in this classification.

- Coordinate and maintain mobile device management MDM solutions such as Google Workspace for Education, Microsoft Intune, VMware Workspace ONE and JAMF platforms to monitor and secure mobile devices across the District. **E**
- Configure, deploy and monitor mobile devices (iOS, Android, Windows), ensuring mobile devices meet the District's standards and policies. **E**
- Implement and enforce security policies and compliance measures on mobile devices. **E**
- Provide advanced troubleshooting and support for mobile devices, ensuring minimal downtime and disruption for users; assist staff and students with device-related issues; provide exceptional customer service and technical support. **E**
- Develop and present training sessions for staff and students on the use and management of mobile devices and related technologies. **E**
- Track mobile devices through the MDM inventory system; maintain accurate and up-to-date documentation of device configurations, procedures, and policies; maintain a variety of records and prepare reports related to assigned activities. **E**
- Communicate with administrators, District staff and vendors to coordinate activities, exchange information and resolve issues and concerns; provide recommendations regarding MDM needs for new and upgraded hardware and software. **E**
- Work closely with other department staff to ensure seamless integration of mobile devices with the District's network and systems. **E**
- Operate a variety of equipment and tools used in the maintenance, diagnostics and repair of mobile devices and peripherals; drive a vehicle to conduct work. **E**
- Attend and participate in meetings, conferences and seminars related to assigned functions to maintain current knowledge of industry trends, emerging technologies, and best practices in mobile device management. **E**
- Perform related duties as assigned.

Note: At the end of some of the duty statements there is an italicized "E" which identifies essential duties required of the classification. This is strictly for use in compliance with the Americans with Disabilities Act.

DISTINGUISHING CHARACTERISTICS

Incumbents in this classification perform a variety of specialized duties in support of the operation, security and compliance of District-issued mobile devices and computers. Incumbents must demonstrate exceptional customer service skills, exercise initiative and independent judgement in all phases of work, and ensure optimal mobile device performance.

EMPLOYMENT STANDARDS

Knowledge of:

Technical aspects of mobile device management (MDM) solutions, device configuration, security compliance, troubleshooting, user support and training. Google Workspace for Education, Microsoft Intune, VMware Workspace ONE and JAMF platforms.

iOS, Android, and Windows mobile devices.

Configuration and management of iOS, Android, and Windows devices.

Principles and techniques of mobile device analysis and design.

Problem-solving and analytical skills.

Basic math.

Network protocols, security policies, and MDM best practices.

Interpersonal skills using tact, patience and courtesy.

Oral and written communication skills.

Record-keeping techniques.

Ability to:

Analyze complex technical problems accurately, logically and quickly.

Support end users and technical staff via telephone and remote access tools.

Read and understand manuals for software and hardware.

Operate a variety of tools and equipment utilized in the operation, troubleshooting and repair of mobile devices.

Train users and technical staff in equipment functionality.

Plan and organize work.

Demonstrate excellent customer service skills.

Establish and maintain cooperative and effective working relationships with others.

Understand and follow oral and written instructions.

Demonstrate attention to detail and strong organizational skills.

Maintain a variety of records related to assigned activities.

Work independently and as part of a team with little direction.

Maintain current knowledge of technical advances in the field.

Communicate effectively both orally and in writing.

Education and Training:

Associate's degree in information technology, computer science, or a related field.

Microsoft 365 Certified Modern Desktop or Endpoint Administrator Associate, VMware Workspace ONE Professional, JAMF Certified Technician or similar certification is desirable.

Experience:

Three years of experience in mobile device management, with a strong focus on Google Workspace for Education, Microsoft Intune, VMware Workspace ONE, or JAMF.

OR

Three years of experience as a Computer Support Technician with the Long Beach Unified School District.

Experience with scripting and automation tools (e.g., PowerShell, Bash) is desirable.

A Bachelor's degree may substitute for two years of the required experience.

Any other combination of education, training and experience, which demonstrates that the applicant is likely to possess the required skills, knowledge or abilities may be considered.

SPECIAL REQUIREMENTS

Positions in this classification require the use of a personal automobile and the possession of a valid California Class C driver's license.

WORKING ENVIRONMENT

Offices and school sites.
Driving a vehicle to conduct work.
Occasional evening and variable hours.

PHYSICAL DEMANDS

Dexterity of hands and fingers to operate a computer keyboard and tools and equipment.
Seeing to read a variety of materials.
Sitting or standing for extended periods of time.
Bending at the waist, kneeling or crouching.
Hearing and speaking to exchange information in person and on the telephone.
Reaching overhead, above the shoulders and horizontally.
Lifting, carrying, pushing or pulling objects weighing up to 25 pounds.

AMERICANS WITH DISABILITIES ACT

Persons with certain disabilities may be capable of performing the essential duties of this class with or without reasonable accommodation, depending on the nature of the disability.

APPOINTMENT

In accordance with Education Code Section 45301, an employee appointed to this class must serve a probationary period of six (6) months during which time an employee must demonstrate at least an overall satisfactory performance. Failure to do so shall result in the employee's termination.

PCA: 08/08/2024