

**Job Title: Technology Specialist I**

**Qualifications:**

1. High school diploma, two years military training or Technical College graduation required, four-year degree preferred.
2. Minimum of six (6) years experience installing and supporting computers and associated peripherals, local and/or wide area networks. Experience to include all types of Windows, Windows 2008/2012 fileserver computer (operation and repair), network switches and routers, and technology applications.
3. Extensive knowledge and experience in computer networking (Local and Wide Area Network LAN/WAN), infrastructure cabling, and demonstrated skills in computer hardware/software installation, maintenance and repair. Technical certifications such as A+ and Microsoft certifications are preferred. Extensive knowledge of Microsoft operating systems, Microsoft Office applications, and Mac operating systems and applications.
4. Extensive knowledge and experience with Cisco routers and switches, including filters and configuration.
5. Experience in anti-virus software installation, configuration, and troubleshooting.
6. Experience managing telephone systems (IP, Cell, and POTS)
7. Possess physical and emotional ability to lift up to 50 pounds, to move about, and climb ladders as required to perform tasks associated with job requirements.
8. Ability to work independently with minimal supervision and ability to work in a team atmosphere is required. Ability to problem solve while under pressure to accomplish the task along with excellent troubleshooting skills and ability to think through issues with incomplete data is required.
9. Ability to supervise employees, as needed.
10. Ability to exercise tact, good judgment and initiative.
11. Ability to communicate clearly and concisely, orally, in writing and via e-mail and other electronic communications means.
12. Ability to work across a variety of projects with multiple deadlines and multiple priorities.
13. Possession of a valid driver's license and own vehicle with appropriate insurance; ability and willingness to travel within system on work assignments and to work additional hours during the week and/or weekend, if required.

## **Performance Responsibilities:**

1. Provide technical support in all areas deemed necessary by the Technology Coordinator.
2. Assist with day-to-day requests regarding use of the computer network and in advising the Technology Coordinator regarding the most effective use of the network by faculty and staff.
3. Install, assemble and configure computers, monitors, network infrastructure and peripherals such as printers, scanners, and related hardware; pull cables, and rewire cables as required for installations or reconfigurations.
4. Establish, maintain, and troubleshoot local area networks at each school within the school district.
5. Perform hardware maintenance and upgrades.
6. Install software at all sites within the school district.
7. Configure and set up network printers.
8. Troubleshoot and repair all types of computers and networks, including software, peripherals, and printers.
9. Respond to all service tickets in a timely fashion and ensure that tickets are successfully completed.
10. Act as a technical resource in assisting users to resolve problems with equipment and data; implement solutions, notify Central Office staff of technical issues and problems.
11. Assist in maintaining local school district's presence on the World Wide Web through update or development of homepages, etc.
12. Contact vendors in a professional, courteous and helpful manner to correct problems.
13. Provide updates/progress reports on the status of all hardware and software within the school system to the Technology Coordinator.
14. Be able to plan and implement the overall up-keep, repair and inventory of all types of technology and parts within the system.
15. Provide technical support with all phone issues, software products, student information system, and hardware that is purchased.
16. Import and export data to/from third party software.
17. Communicate with internal personnel and vendors to maintain status of tasks/projects.
18. Assist in establishing and maintaining user accounts, profiles, access privileges, and security.
19. Assist in managing e-mail access for school district employees.
20. Confer with users, staff and management to establish requirements for new systems and modifications.
21. Be self-directed and supervise others, as needed.
22. Be knowledgeable in telecommunications cabling and networking systems hardware and software.
23. Be able to design and specify stand-alone and networked computer systems including local area network cable design.

24. Assist in installing, designing, configuring, maintaining and repairing system hardware and software and upgrades.
25. Assists and provides support to the Technology Coordinator and other technology staff as requested including performing scheduled network tasks, updating anti-virus definition files, monitoring network servers, and providing Internet and Intranet user support.
26. Provide onsite and telephone assistance for maintenance and repair of computer hardware, software and peripheral devices.
27. Work cooperatively with the Technology Coordinator in the areas of acquiring and implementing new technologies and the development of training modules for effective use of technologies by faculty, staff, and students.
28. Monitor daily server backups; researches, analyzes, monitors troubleshoots and resolves server or data network problems.
29. Keep abreast of emerging operational support technologies and trends.
30. Attend appropriate workshops and seminars to maintain personal knowledge.
31. Contact vendors in a professional, courteous and helpful manner to correct problems and to process warranty claims and product registration for all hardware and software.
32. Prepare a wide variety of correspondence and reports; draft memos/letters, and email in response to routine questions.
33. Attend appropriate workshops and seminars to maintain personal knowledge.
34. Be regular and punctual in attendance.
35. Maintain confidentiality of any school system related information.
36. Maintain proper and professional relationship with other employees.
37. Perform duties in a manner that promotes good public relations.
38. Be familiar with and follow Board of Education policies.
39. Execute all other tasks and responsibilities as assigned by the District Technology Coordinator and Superintendent.

**Reports to:** Superintendent and/or Technology Coordinator

**Terms of Employment:** 12 months per year

**Evaluation:** Performance of this job will be evaluated in accordance with provisions of the Board's policy on Evaluation of Professional Personnel.