

Job Title: Technology Specialist II

Qualifications:

1. High school diploma, two years military training or Technical College graduation preferred.
2. Minimum of four (4) years experience installing and supporting computers and associated peripherals, local and/or wide area networks. Experience to include all types of Windows, Windows servers (operation and repair), network switches and routers, and technology applications.
3. Extensive knowledge of Microsoft operating systems, Microsoft Office applications and Mac operating systems and software.
4. Knowledge of computer hardware; ability to troubleshoot equipment problems.
5. Experience in using and troubleshooting Microsoft operating systems and Microsoft Office applications.
6. Experience with setup and configuration of hand held devices.
7. Experience in backup procedures.
8. Experience with configurations and troubleshooting Windows desktops, laptops, and servers, MAC computers, various Apple laptops, and printers.
9. Experience with data projectors and interactive boards desired.
10. Experience with network and local machine software installations.
11. Experience in network hardware such as but not limited to switches, routers, and wireless access points required.
12. Provide initial assistance with a variety of situations such as reformatting hard drives and driver related issues.
13. Extensive knowledge and experience in computer networking (including LANs and WANs) and infrastructure cabling as well as demonstrated skills in computer hardware/software installation, maintenance and repair.
14. Experience with Cisco switches, including filters and configuration.
15. Experience in anti-virus software installation, configuration, and troubleshooting.
16. Experience with telephone systems including installation, maintenance and repair.
17. 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.
18. Ability to exercise tact, good judgment and initiative.
19. Ability to communicate clearly and concisely, orally, in writing and via e-mail and other electronic communications means.
20. 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.
21. Ability to work in a school environment without close supervision.

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. Replace hardware, load software.
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 web pages, etc.
12. Contact vendors in a professional, courteous and helpful manner to correct problems.
13. Communicate with internal personnel and vendors to maintain status of tasks/projects.
14. Provide updates/progress reports on the status of all hardware and software within the school system to the Technology Coordinator.
15. Import and export data to/from third party software.
16. Work with others on the technology staff to assist in all areas of the technology program for the school district.
17. Attend appropriate workshops and seminars to maintain personal knowledge and keep abreast of emerging operational support technologies and trends.
18. Prepare a wide variety of correspondence and reports; draft memos/letters, and email in response to routine questions.
19. Be regular and punctual in attendance.
20. Maintain confidentiality of any school system related information.
21. Maintain proper and professional relationship with other employees.
22. Perform duties in a manner that promotes good public relations.
23. Be familiar with and follow Board of Education policies.
24. 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.