

**Educational Service Unit No. 6, Inc.**  
**Job Description**

**Job Title:** Educational Technology Specialist

**Department:** Technology

**Supervisor:** Director of Technology

**FLSA Status:** Exempt

**Prepared By:** Human Resources

**Prepared Date:** 01/24/2019

**Location:** Milford, NE

**Summary**

The Educational Technology Specialist primary duty is to provide technology support and management to school districts in ESU6 that hold an agreement for technology services through ESU6. The position will strive to maintain the continuous operation of these school networks and systems infrastructure. Additionally, when available, the position will assist the ESU6 Technology Department to provide support for all school districts in ESU6.

**Essential Duties and Responsibilities** include the following. Other duties may be assigned.

- Designs, documents, installs, and maintains network hardware and software to ensure maximum uptime and connectivity. This includes, but is not limited to:
  - servers, switches, routers, firewalls, access points, media devices, email systems, internet access, network security, end user devices, printers, phones, wiring, software applications and backups.
- Provides troubleshooting support to end users for hardware, software, and network issues.
- Documents, tracks, and monitors issues to facilitate timely resolution.
- Manages and supports multiple client and server operating system environments including but not limited to:
  - Windows, Mac, Linux, iOS, Android and ChromeOS.
- Develops and implements procedures related to technology use, support, security, and backup.
- Maintains inventory of all hardware and software purchases.
- Performs proactive network status checks as part of normal activities to ensure optimum network performance and escalates problems to vendors when necessary.
- Creates and maintains network documentation.
- Communicates with school administration to improve technology capabilities and coordinates priorities.

- Works occasionally outside of office hours for emergency situations and routine maintenance.
- Works under general supervision with latitude for independent judgment and consults with senior peers when necessary.
- Drives oneself to multiple school districts on a regular basis.
- Regular and dependable attendance is an essential function of this position.

### **Supervisory Responsibilities**

This job has no supervisory responsibilities.

### **Competencies**

To perform the job successfully, an individual should demonstrate the following competencies:

**Analytical** - Synthesizes complex or diverse information; collects and researches data; uses intuition and experience to complement data; designs work flows and procedures.

**Continuous Learning** - Assesses own strengths and weaknesses; seeks feedback to improve performance; pursues training and development opportunities; strives to continuously build knowledge and skills; shares expertise with others.

**Job Knowledge** - Competent in required job skills and knowledge; exhibits ability to learn and apply new skills; keeps abreast of current developments; requires minimal supervision; displays understanding of how job relates to others; uses resources effectively.

**Use of Technology** - Demonstrates required skills; adapts to new technologies; troubleshoots technological problems; uses technology to increase productivity; keeps technical skills up to date.

**Design** - Generates creative solutions; translates concepts and information into documentation; uses feedback to modify designs; applies design principles; demonstrates attention to detail.

**Problem Solving** - Identifies and resolves problems in a timely manner; gathers and analyzes information skillfully; develops alternative solutions; works well in group problem solving situations; uses reason even when dealing with emotional topics.

**Project Management** - Develops project plans; coordinates projects; communicates changes and progress; completes projects on time and budget; manages project team activities.

**Customer Service** - Manages difficult or emotional customer situations; responds promptly to customer needs; solicits customer feedback to improve service; responds to requests for service and assistance; meets commitments.

**Communications** - Expresses ideas and thoughts verbally; expresses ideas and thoughts in written form; exhibits good listening and comprehension; keeps others adequately informed; selects and uses appropriate communication methods.

**Cooperation** - Establishes and maintains effective relations; exhibits tact and consideration; offers assistance and support to co-workers; works cooperatively in group situations; works actively to resolve conflicts.

**Managing Customer Focus** - Promotes customer focus; establishes customer service standards; provides training in customer service delivery; monitors customer satisfaction; develops new approaches to meeting customer needs.

**Oral Communication** - Speaks clearly and persuasively in positive or negative situations; listens and gets clarification; responds well to questions; demonstrates group presentation skills; participates in meetings.

**Teamwork** - Balances team and individual responsibilities; exhibits objectivity and openness to others' views; gives and welcomes feedback; contributes to building a positive team spirit; puts success of team above own interests; able to build morale and group commitments to goals and objectives; supports everyone's efforts to succeed.

**Written Communication** - Writes clearly and informatively; edits work for spelling and grammar; varies writing style to meet needs; presents numerical data effectively; able to read and interpret written information.

**Adaptability** - Adapts to changes in the work environment; manages competing demands; changes approach or method to best fit the situation; able to deal with frequent change, delays, or unexpected events.

**Achievement Focus** - Sets and achieves challenging goals; demonstrates persistence and overcomes obstacles; measures self against standard of excellence; recognizes and acts on opportunities; takes calculated risks to accomplish goals.

**Personal Appearance** - Dresses appropriately for position; keeps self well groomed.

**Attendance/Punctuality** - Is consistently at work and on time; ensures work responsibilities are covered when absent; arrives at meetings and appointments on time.

**Dependability** - Follows instructions, responds to management direction; takes responsibility for own actions; keeps commitments; commits to long hours of work when necessary to reach goals; completes tasks on time or notifies appropriate person with an alternate plan.

**Initiative** - Volunteers readily; undertakes self-development activities; seeks increased responsibilities; takes independent actions and calculated risks; looks for and takes advantage of opportunities; asks for and offers help when needed.

**Innovation** - Displays original thinking and creativity; meets challenges with resourcefulness; generates suggestions for improving work; develops innovative approaches and ideas; presents ideas and information in a manner that gets others' attention.

**Judgement** - Displays willingness to make decisions; exhibits sound and accurate judgment; supports and explains reasoning for decisions; includes appropriate people in decision-making process; makes timely decisions.

**Planning/Organizing** - Prioritizes and plans work activities; uses time efficiently; plans for additional resources; sets goals and objectives; organizes or schedules other people and their tasks; develops realistic action plans.

**Quality** - Demonstrates accuracy and thoroughness; looks for ways to improve and promote quality; applies feedback to improve performance; monitors own work to ensure quality.

**Safety and Security** - Observes safety and security procedures; determines appropriate action beyond guidelines; reports potentially unsafe conditions; uses equipment and materials properly.

### **Qualifications**

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

**Education and/or Experience** - High School Diploma required. Associate's degree or equivalent from two-year college or technical school; or equivalent combination of education and experience preferred. Experience in an educational technology preferred.

**Language Skills** - Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals. Ability to write routine reports and correspondence. Ability to speak effectively before groups of customers or employees of organization.

**Mathematical Skills** - Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals. Ability to compute rate, ratio, and percent and to draw and interpret bar graphs.

**Reasoning Ability** - Ability to apply common sense understanding to carry out instructions furnished in written, oral, or diagram form. Ability to deal with problems involving several concrete variables in standardized situations.

**Technology Skills** - To perform this job successfully, an individual should have working knowledge of general command line tools, Internet browsers, remote assistance software, video conferencing software, Google Apps for Education, Office 365, and proficiently type 35+ words per minute. An individual should also demonstrate understanding of IPv4, VLANs, routing, firewalls, and subnets.

**Certificates, Licenses, Registrations**

- Valid Nebraska driver's license required
- Industry certificates preferred but not required

**Physical Demands** - 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 regularly required to sit and talk or hear. The employee is frequently required to stand; walk; use hands to finger, handle, or feel and reach with hands and arms. The employee is occasionally required to climb or balance and stoop, kneel, crouch, or crawl. The employee must be capable of setting, climbing and working from a ladder. The employee must frequently lift and/or move up to 50 pounds and occasionally lift and/or move up to 100 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception and ability to adjust focus.

**Work Environment** - The work environment characteristics described here are representative of those an employee encounters while performing 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 occasionally exposed to moving mechanical parts; high, precarious places and risk of electrical shock. The noise level in the work environment is usually moderate.