



Cicero School District #99

Job Title: *Technology Specialist II*
Reports To: *Director of Technology Infrastructure and Operations*

Position Summary

Reporting to the CIO, the Technology Specialist II is a primary point of contact for District faculty and staff needing technical support. Provide Tier II technical support and service restoration for daily operations and project efforts in a complex, distributed computing environment. Perform a broad range of IT support services: PC, mobile devices, software, and network support. Work assignments include issues involving multiple components. Leads project implementations such as: upgrades to multiple workstations; planning, testing, and deploying technology; and integration with backend and departmental services. Collaborates with team members and customers and contributes to efforts to develop, design, and implement, and continuously improve systems. May require on-call availability and may require working during non-business hours.

Qualifications & Requirements

Formal Education & Certification

- Four-year university degree or college diploma required, preferably in the field of computer science or other related academic fields
- 5 years of relevant work/management experience.
- Comp TIA A+, Network +, Google Educator Level 1 Certifications

Knowledge & Experience

- Strong knowledge of PC/MAC operating systems - Windows 7/Windows 8, OSX o Working knowledge PC hardware and components including processors, mother boards, accessories, cards, peripherals.
- Strong understanding of computers, printers, CD burners, scanners, SMART boards, projectors, document and digital cameras.
- Working knowledge of PC/LAN application software including word processing (MS Word), spreadsheets (MS Excel), E-Mail (MS Outlook) and Internet Browsers (Internet Explorer, Chrome, Safari).
- Demonstrate quality service and accountability in the process of: resolving incidents; and, tracking computer systems and device inventory, resulting in accurate, timely, and efficient solutions and data as evidenced by: meeting customer needs; meeting or exceeding established performance metrics; and accurate data for asset management, billing, and licensing.
- Proactively seek information and utilizes analytical and creative problem solving skills along with standard processes and technologies resulting in secure and reliable connections to and use of systems, applications, and infrastructure.
- Demonstrate relationship building, effective communication skills, and quality service in the process of collaborating with, supporting, advising, and educating customers and team members on the use of services, handling of sensitive data, and resolving incidents, resulting in efficient, effective, and compliant use of hardware, software, and services.
- Demonstrate relationship building and effective communication skills as a member of the ITS organization, working in a district unit, through active listening and frequent communication with department staff, resulting in understanding customer needs, creating buy-in for enhancements, and collaboration with department staff.
- Demonstrate quality service by actively contributing to customer satisfaction through advocating for customer needs, escalating incidents and requests, and increasing the customer's ability to help themselves, resulting in meeting or exceeding customer satisfaction metrics.
- Utilize analytical and communication skills in the development and modification of written procedures, processes, and technical support knowledge base, resulting in content tailored to the level and type of audience for support and issue resolution.

- Demonstrate skill development by actively participating in growth opportunities for continuous development and improvement and applying new skills/knowledge to the job as evident by the ability to efficiently and effectively perform assigned duties, resulting in meeting or exceeding customer expectations and performance metrics.
- Demonstrate effective communication skills when providing training and mentoring to less experienced staff, resulting in staff and teams using and implementing the latest policies, procedures, and best practices to accomplish tasks.
- Develop effective working relationships with customers, co-workers and administration.
- Ability to make contacts with other departments, maintaining a high degree of professionalism, requiring tact and judgment to avoid friction; infrequent contact with administrators on matters requiring explanations and discussions; frequent contacts involving the carrying out of projects and schedules; requires well developed sense of strategy and timing.
- Ability to interface with technical personnel in order to discuss technical issues pertaining to user related problems

Personal Attributes

- Demonstrated leadership and personnel management skills.
- Good understanding of the organization's goals and objectives.
- Strong interpersonal, written, and oral communication skills.
- Ability to perform general mathematical calculations for the purpose of creating needs assessments, budgets, and forecasting.
- Able to conduct research into networking issues and products as required.
- Ability to prioritize and execute tasks in a high-pressure environment and make sound decisions in emergency situations.
- Ability to present ideas in a user-friendly language.
- Highly self-motivated and directed.
- Keen attention to detail.
- Proven analytical and problem-solving abilities.
- Strong customer service orientation.
- Experience working in a team-oriented, collaborative environment.

Duties & Responsibilities

Responsibilities

- Actively coordinate with team members and other service support groups to effectively resolve incidents and requests
- Provide Tier II technical support and service restoration for daily operations and project efforts. Work assignments include issues involving multiple components (e.g. network, operating systems) and integration of components
- Solve incidents on standard systems and assist in providing Tier III supports on exception or specialty systems, which may include but not limited to, installs, configures, customizes, troubleshoots, upgrades, integrates, and maintains systems, software, workstations, printers, wireless devices and handheld devices
- Support and collaborate with team members and other technical staff
- Promote understanding with customers on the benefits of the IT service provider model to help foster collaboration
- Install, monitor, and uninstall A/V equipment for monthly evening School Board meetings as assigned • Lead hardware, software, and service enhancements by identifying and quantifying customer requirements, delineating the gaps between customer requirements and the capabilities of existing technology, and recommending proactive improvements
- Build deployment tasks for software images
- Create and manage computer images
- Escalate application issues to appropriate IS personnel and provide appropriate documentation of troubleshooting steps completed via centralized help desk
- Assist in developing, testing and implementation of backup and disaster recovery systems
- Conduct analysis, planning, testing, and implementation of solutions
- Develop and edit customer and technical support knowledge base documentation
- Keep abreast of District hardware and software technology by taking classes, reading manuals and publications and communicating with other department team members
- Develop and follow best practices and procedures and share knowledge with team members

- Assists with configuration and set up of printers, projection devices, and monitors to work effectively for various instructional purposes
- Participate in appropriate in-service and workshop programs and attend any required meetings
- Serve as a role model for students and staff in demonstrating positive attitudes, appropriate attire and grooming, and an effective work ethic
- Display ethical and professional behavior in working with students, parents, school personnel, and outside agencies associated with the school
- Assist with maintaining District computer inventory
- Assist in the daily management of work tickets/load of Tech Specialist I

Supervisory Responsibilities

N/A

Working Environment:

Majority of work is performed in an office environment. The job is performed under minimal temperature variations and is generally a hazard free environment. . Some field work is required to support outlying facilities. In addition some duties may require climbing ladders, working under desks, etc.

Physical requirements

The usual and customary methods of performing the job's functions require the following physical demands: occasional lifting, carrying, pushing, and/or pulling; some climbing and balancing; some stooping, kneeling, crouching, and/or crawling; and significant fine finger dexterity. Generally the job requires 40% sitting, 20% walking, and 40% standing. Employee must be able to lift and carry 50 pounds

Terms of Employment

Start Date:	July 1 st
Hours:	7:30am – 4:00 pm
Work Year:	12 month
Compensation:	TBA
Union Affiliation:	Nonunion

All applicants (internal and external) need to complete an online application located on the Cicero School District #99 web site at www.cicd99.edu.