

POSITION DESCRIPTION

Position Title:	Technology Specialist
Assignment:	Information Technology
Department:	MIS
Labor Relationship:	CLIU Professional
Date Originated:	2/02/1998
Date Revised:	04/23/2001; 10/2011; 04/2012; 01/2013; 02/2017; 07/2022
Date Removed:	
Reports To:	Director of MIS

Position Definition: To participate as a **Technology Specialist** of the Information Technology Team as a resource for support and maintenance of technology to the CLIU staff at CLIU remote locations and CLIU Central Office.

Relationship: The **Technology Specialist** shall be directly responsible to the Director of MIS and shall report on all matters concerning the assigned functions and other organizational business.

Qualifications:

Education/Experience:

- ☒ Bachelor's degree in Computer Science or equivalent related field or equivalent related professional experience.
- ☒ Minimum of two (2) years in support of PC workstations, software, and peripherals in a local and wide area network environment.
- ☒ Experience working in an academic environment, preferred.

Skills/Knowledge:

- ☒ Demonstrates in-depth knowledge of Windows Operating Systems, iOS, and Chrome OS.
- ☒ Demonstrates excellent oral and written communication skills.
- ☒ Demonstrates the ability to work effectively and collaboratively in a team environment.
- ☒ Demonstrates the ability to provide technology training.
- ☒ Demonstrates a proficient understanding and utilization of Microsoft Office Suite and other software packages for use in the MIS Department.
- ☒ Demonstrates organizational skills and time management skills, providing for productivity, accuracy, and attention to detail in the carrying out of all duties, tasks, and responsibilities with minimal supervision.
- ☒ Demonstrates the ability to prioritize assigned tasks.
- ☒ Demonstrates excellent interpersonal skills, demonstrated by patience, understanding, and congeniality.
- ☒ Completes tasks with attention to detail and accuracy.
- ☒ Maintains complete confidentiality.
- ☒ Demonstrates the ability to identify the strengths and weaknesses of alternative solutions, conclusions, or approaches to problems.

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POSITION DESCRIPTION***Technology Specialist******Page 2****Skills/Knowledge, continued:*

- ☑ Demonstrates the ability to work independently and maintain departmental deadlines.
- ☑ Ability to attend work regularly at assigned work hours subject to lawful leave rights and responsibilities.
- ☑ Demonstrates the skills to provide the highest level of customer service, with patience and knowledge of the MIS Department to CLIU #21 staff and constituent school districts.
- ☑ Demonstrates the ability to make professional decisions.

Physical:

- ☑ Ability to stand, bend, stoop, sit, lift, reach, communicate (vision, hearing, and speech), and carry or convey sufficient weight to safely and effectively carry out functions, duties, and responsibilities.
- ☑ Ability to independently ambulate in and around work locations.
- ☑ Ability to travel to and from assigned work locations without employer support.
- ☑ Ability to travel in and drive a CLIU #21 vehicle.
- ☑ Ability to exhibit good manual dexterity to effectively carry out functions, duties, and responsibilities.

Authority: The **Technology Specialist** will have the authority to perform all functions listed below in accordance with established policies and procedures.

Functions/Duties/Responsibilities: To perform this job successfully, an individual must be able to perform each essential function/duty/responsibility at acceptable standards. In accordance with both state and/or federal law, reasonable accommodations will be considered upon employee request.

Essential:

- ☑ Configures computers for connection to CLIU #21 Intranet and Internet Networks.
- ☑ Configures and installs new devices, including computers, peripherals, and networking components.
- ☑ Consults with users to determine necessary hardware, software, or system functional specifications.
- ☑ Troubleshoots network, computer, and peripheral problems.
- ☑ Remote and on-site software and hardware support to CLIU #21 personnel.
- ☑ Performs workstation problem determination and resolution.
- ☑ Deals with vendors on relevant software, peripheral, and workstation items.
- ☑ Maintains a working relationship with district Technology Staff.
- ☑ Maintains all inventory associated with technology supported by this position.
- ☑ Implements workstation and software security.
- ☑ Travels to remote locations to support the technology needs of CLIU Staff.

Secondary:

- ☑ This Job Description in no way states or implies that these are the only duties to be performed by the employee occupying this position. Employees will be required to perform other duties as assigned.