



GLENBROOK HIGH SCHOOL DISTRICT 225
3801 W LAKE AVENUE
GLENVIEW, IL 60026

Technology Operations Specialist - Implementation Focus Job Description

Department:	Technology Services
Location:	GBS
FLSA Status:	Exempt
Retirement System:	IMRF
Term:	239 Work Calendar
Group Classification:	GESSA - Specialist
Wage Classification:	Category III
Supervisor:	Assistant Technology Services Manager

Position Summary

The focus of the Technology Operations Specialist - Implementation Focus is to serve as the lead workstation deployment specialist for all devices and operating systems, and manage the deployment of end-user hardware and software resources. Individuals filling this role will assist the Assistant Technology Services Manager with managing end-user workstations and peripheral projects and providing support to building and district team members. The Technology Operations Specialist - Implementation Focus will also be responsible for serving as a project manager for new initiatives and other activities as requested.

Education and/or Experience and Qualifications

1. Bachelor or Associate degree preferred.
2. Technology certifications and/or coursework as appropriate.
3. Minimum of four years experience as a computer technician on Windows or Macintosh platforms or related work experience.
4. Knowledge of current desktop operating systems, end-user workstation deployment methods, and management techniques for all workstation operating systems in use.

Essential Functions

General Responsibilities for All Technology Service Team Members

1. Perform Help Desk responsibilities by responding to support requests in any building or delegating requests, when appropriate, to other team members (technology services or instructional innovation and technology) to ensure a prompt resolution.
2. Communicate and document technology solution methods to all team members and users.
3. Maintain timely and accurate records of Help Desk requests and solutions, inventory information, hardware changes, and software installations.
4. Continue acquiring technology skills and knowledge, keeping existing certifications current, and working toward additional levels of certification as appropriate.
5. Assist in implementing all technology-related policies and guidelines set forth by the Board of Education.
6. Exercise diligence in protecting the physical security of district equipment within technology offices and facilities.
7. Demonstrate the ability to interpret technical documentation and drawings.
8. Adhere to copyright laws in the installation and distribution of software and assist in maintaining records of software installations.
9. Perform other duties as assigned by the Senior Technology Services Manager and Deputy Superintendent.

Technology Operations Specialist - Implementation Focus Responsibilities

1. Manage and maintain the systems used for the deployment of all end-user workstations including but not limited to Mac and Windows systems.
2. Maintain desktop software application packages for use by team members during and after initial imaging, and through self-service portals.
3. Monitor and maintain ongoing software update needs for end-user workstations.
4. Maintain end-user workstation policies including but not limited to GPOs, MDM configuration profiles, etc.
5. Monitor and maintain antivirus, malware, and security software installed on end-user workstations and network resources accessed by district users.
6. Collaborate with the network team to support the deployment and management of end-user workstations.
7. In consultation with the Technology Services Managers, test and implement new technologies to improve the end-user experience.
8. Monitor and perform periodic audits of system security for end-user workstations and network resources.
9. Monitor the Glenbrook Technology Help Desk telephone support line and provide on-demand support for staff members requesting assistance using remote support tools.
10. Provide assistance to other technicians as needed to resolve outstanding issues.
11. Notify the Technology Services Managers and technology services team of emerging or identified issues district-wide and work with the team to resolve the issues.
12. Perform advanced troubleshooting for technology issues, enlisting the support of external resources and vendors as needed.
13. Maintain hardware and software documentation and resources.

14. Monitor and maintain the technology services inventory system.

District, School, and Department Culture

1. Models mutual respect; integrity; professionalism; multicultural awareness; gender, racial, and ethnic equity; and the values, beliefs, and attitudes that inspire others to perform to their highest potential.
2. Recognizes and respects divergent opinions and respects the role of others.
3. Communicates and promotes high expectations for all work performed.
4. Carries out all responsibilities and functions in a professional and ethical manner.

Skills Required

To perform this job successfully, an individual must demonstrate satisfactory performance in each essential duty. The requirements listed below represent the skills and abilities required for this position. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

1. Possess highly developed interpersonal, organizational and problem-solving skills to make sound and proactive decisions with little or no direction.
2. Ability to prioritize daily workload and model flexible, logical, and reflective behavior.
3. Ability to be sensitive and confidential in the management of parents, students, and teachers' needs and issues, displaying diplomacy and tact in all interactions.
4. Ability to speak to the public in person, over the phone, and in writing with integrity and clear direction.
5. Ability to process routine reports and write correspondence.
6. Possess working knowledge in word processing, spreadsheets, database entry, and Google applications.
7. Knowledgeable about educational technology tools and resources.
8. Understands mechanical, electronic, and computer principles as applied to the repair and maintenance of computers and peripherals.
9. Possesses skills needed to understand technology manuals, architectural drawings, blueprints, and schematics.
10. Ability to take ownership of projects and follow through from start to completion.
11. Ability to initiate and manage projects independently.
12. Ability to act and make decisions under stressful and urgent situations.
13. Committed to achieving departmental and district goals.

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 stand, sit, walk, talk, and listen.
- The employee is frequently required to stand, walk, operate office and computer

equipment, reach with hands and arms, and frequently repeat actions with the same hand, arm, or finger motion, such as when entering data at a computer.

- Specific vision abilities required by this job include close vision and the ability to adjust focus. In addition, the ability to withstand the long-term use of computer monitors is required.
- The employee may occasionally lift and move up to 50 pounds, such as file boxes.

Work Environment

The work environment may vary in noise level and be fast-paced with frequent interruptions. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Retirement System

This position has been determined as an IMRF-qualified position. Participation in IMRF is not optional for employees in positions that meet IMRF qualification standards.

Member and employer contributions are a legal requirement for governmental units participating in IMRF. These contributions are calculated as a percentage of monthly wages. Member contributions are a condition of employment for covered employees and will be deducted when wages are paid.

For more information on IMRF membership and benefits, go to:

<https://www.imrf.org/new-member>

Revised: 10/24/2018 - Job Description Committee

Revised: 2/16/2024 - Job Description Committee