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District Regulation

1400.25207 - JOB DESCRIPTION - INFORMATION TECHNOLOGY SPECIALIST

Section: Administration  
Date Created: September 2023  
Date Edited: September 2023

**Title:** Information Technology Specialist

**Reports to:** Information Technology Department Senior Manager (as assigned)

**Position Summary:** The Information Technology Specialist has broad responsibilities related to the technical support and customer service required to support technology utilized by the entire school community.

**Work Year:** 12 months, 35 hours per week excluding one-hour daily lunch.

**Work Hours:** Monday through Friday. Specific work hours will be established to best support the respective needs of the position’s placement. Work hours are subject to change at management’s discretion to best support District needs. Additionally, based upon extenuating circumstances, i.e., work volume, emergencies, or severe weather conditions, the position will be required to perform assignments other than during normal business hours.

**FLSA Status:** Non-exempt

**Bargaining Unit:** EBEA

**Pay Grade:** T-III

**Qualifications:**

1. Minimum of a high school diploma plus Technology School or associate degree in computer technology or bachelor’s degree preferred. Minimum of two years of experience, including ability to connect and configure computers and peripherals to a network; relevant college degree may be considered as a substitute for work experience.
2. A+ Certification or N+ Certification preferred.
3. Demonstrated proficiency in PC, MAC and Chromebook configuration, maintenance, and troubleshooting.
4. Basic understanding of DHCP, DNS, TCP/IP, and internet connectivity.
5. Ability to prioritize and schedule work duties in an efficient manner.
6. Functional and current knowledge of the following: Microsoft Windows, MAC OS, ChromeOS, Microsoft Office, and other modern day browsers.
7. Proven excellent customer service track-record with excellent communication skills.
8. Strong diplomacy; ability to effectively interact with a broad spectrum of people.
9. High level of integrity and confidentiality.
10. Hold a valid NJ driver’s license with no serious infractions.
11. Troubleshooting: Be able to find the root cause of issues and think logically about solutions.
12. Critical Thinking: When diagnosing problems, think critically in their process of repairing the issue.
13. Mechanical Skills: Be able to read technical manuals and schematics and use an array of tools and diagnostic devices to service and support technology.

14. Skills: Be able to perform single, technical tasks with a need to occasionally upgrade skills in order to meet changing job conditions. Specific skill-based competencies required to satisfactorily perform the functions of the job include: operating computer and peripheral technologies and operating systems; planning and managing projects; preparing and maintaining accurate records; adhering to technology, metrics, and standards developed by the National Institute of Standards and Technology and other standard-setting entities; excellent written and verbal communication skills; sterling customer service skills a must;
15. Knowledge: Extensive knowledge of current Windows and MAC operating systems; thorough knowledge of current Microsoft Office tools including Outlook and teams; use of support ticketing systems; basic hardware maintenance and repair; Audio/Visual technology; understanding of video conferencing technology such as Zoom, Teams, and Google Meet.
16. Ability: Troubleshoot operating system and application issues, including ability to use OS level tools to diagnose problems; ability to collect necessary information and articulate to other team members to collaboratively troubleshoot issues; Ability to manage support ticketing queues and prioritize based on department goals; ability to work as part of a larger team to achieve district goals;
17. Be self-driven, possess excellent initiative, integrity, and good moral character.
18. Possess ability to work effectively alone, and cooperatively with other personnel.
19. Exhibit personality traits that demonstrate interpersonal skills that relate well to students, staff, administration, parents, and the community.
20. Demonstrate ability to communicate effectively in English, (orally and in writing), using proper grammar and vocabulary.
21. Provide proof of U.S. citizenship or legal resident alien status by completing Federal Form I-9 in compliance with the Immigration Reform and Control Act of 1986.
22. Provide evidence that a criminal record history check has been conducted and clearance has been given by the New Jersey Department of Education.
23. Provide a sworn statement that the individual has not been convicted of a crime or a disorderly person's offense in accordance with N.J.S.A. 18A:6-7.1 during the initial six-month employment period.
24. Pass the state required Mantoux Intradermal Tuberculin Test in accordance with N.J.A.C 63-4A-4.
25. Other qualifications as the Superintendent of Schools may find appropriate.

**Post-offer/Pre-employment Physical** – None required.

**Job Functions & Responsibilities:** The list below is intended to describe the general nature and level of work performed by individuals assigned to this job title. This is not intended to be an exhaustive list of all responsibilities, duties, and tasks required of personnel so classified.

Hardware/Software Support

1. Assists in all assigned technology projects.
2. Installs and configures district applications on computers, laptops, mobile devices as required.
3. Provides setup and configuration of computing peripherals such as printers, monitors, scanners, interactive smart boards, mice, special keyboards and other equipment as necessary.
4. Troubleshoots computer and peripheral issues and provides hardware replacement, cleaning or repair as needed.
5. Maintains compliance with software/hardware licensing and inventory.

6. Performs hands-on fixes at the desktop level including installing and upgrading software and configuration of systems and applications.
7. Performs research on technical computer topics as requested by direct supervisor.
8. Provides configuration and support for all Apple hardware.
9. Knowledge to support technology in all locations in the district.

#### Helpdesk/Ticket System

1. Rotates through the Information Technology Support Helpdesk as scheduled.
2. Answers and responds to Help Desk requests in a timely manner; maintains current ticket information in the ticketing system.
3. Closes requests in the ticket tracking system within two business days of completion.

#### Audio/Visual Support

1. Sets up equipment for presentations and TV broadcasts according to procedures established by the Information Technology Department.
2. Supports interactive and projectors and boards as well as standard LCD projectors.
3. Support new technology as obtained by the District.

#### Departmental Duties

1. Adheres to district and departmental policies and procedures.
2. Assists staff members with hardware/software issues during Standardized Testing.
3. Works closely with both technical and non-technical staff in all district locations and is required to communicate effectively with both.
4. Removes and documents damaged, obsolete equipment and stores them securely for scheduled pickups.
5. Maintains technology standards as set by the Information Technology Department.
6. Assist other Information Technology staff on projects district wide.
7. Assist instructional staff in the delivery of technology-based curriculum projects.
8. Maintain confidentiality and integrity of all data accessed while performing the duties of the position.
9. Be available for cross training in all areas of Information Technology.

#### General Duties

1. Establishes and maintains open and regular communications with administrators and staff throughout the district.
2. Establishment and maintenance of all applicable files.

3. Maintains confidentiality and integrity of all data/information accessed while performing the duties of the position.
4. Exercise sound judgment and assume responsibility for organizing and carrying out assignments as directed.
5. Maintain a positive, collaborative, and mutually supportive working relationship with community agencies, parents, students, and district and school staff.
6. Continue to grow professionally through research, formal studies, and collaboration with colleagues.
7. Complete in a timely fashion all records and reports as required by law and regulation or requested by his/her immediate supervisor.
8. Answer correspondence promptly.
9. Serve on District, state, or community councils or committees as assigned or appropriate.
10. Represent, consistently, the District in a positive and professional manner.
11. Follow procedures for safe storage and integrity of all public and confidential school records, ensuring that personnel and student record keeping procedures comply with State and Federal law and District policy.
12. Protect confidentiality of records and information gained as part of exercising professional duties and use discretion in sharing such information within legal confines.
13. Observe strictly to avoid the appearance of conflict, all requirements of the School Ethics Act (N.J.S.A. 18A:12-21 et seq.) regarding conflicts of interest in employment, purchasing, and other decisions, including solicitation and acceptance of gifts and favors, and submit in a timely fashion the required annual disclosure statement regarding employment and financial interests, as applicable.
14. Adhere to New Jersey school law, State Board of Education rules and regulations, Board of Education policies, regulations and procedures, and contractual obligations.
15. Perform all duties and responsibilities that are within the scope of employment, as assigned by the Senior Manager to whom the position is assigned, Chief Information Officer, Superintendent of Schools, or designee, as otherwise not prohibited by law or regulation.

**Physical Demands** - The physical demands described here are representative of those that must be met by an employee to successfully perform the essential responsibilities and functions of this position, and are not meant to be all inclusive. Reasonable accommodations may be made to enable individuals with certain disabilities to perform the essential responsibilities and functions of this job. Unless reasonable accommodations are made to enable an employee to complete these tasks, the employee will have the ability to:

1. Speak, hear, and comprehend intelligible English.
2. Visual and mental acuity.
3. Ability to lift and move computer terminals and peripheral equipment, exerting up to 40 pounds of force occasionally and/or up to 20 pounds of force frequently as needed to move objects.
4. Periods of prolonged sitting at a computer screen.
5. Sit, stand, walk, stoop, crouch, squat, bend, kneel, reach, climb ladder, and repetitive motion for unspecified periods of time.

- 6. Use arms, hands, fingers, feet and toes, and apply manual dexterity to handle objects and materials, and operate office equipment, computers, and portable computing and communication devices.
- 7. Local traveling between district and schools required.

**Environmental Demands** - The environmental demands described here are representative of those that must be met by an employee to successfully perform the essential responsibilities and functions of the job and are not meant to be all inclusive:

- 1. Exposure to a variety of childhood and adult germs, and communicable and non-communicable diseases and illnesses.
- 2. Exposure to heated/air conditioned and ventilated facilities. The work area is generally subject to minimal environmental discomfort related to poor ventilation, loud noises, and/or extremes of heat or cold.
- 3. Exposure to a building in which a variety of chemical substances are used for cleaning, instruction, and/or operation of equipment.
- 4. Function in a workplace that is usually moderately quiet but that can be noisy at times.
- 5. Occasional exposure to a variety of weather conditions.
- 6. Employees in this position work in a safe and secure work environment that may periodically have unpredicted requirements or demands.
- 7. The nature of the work environment may produce moderate levels of stress.

Adopted: 28 September 2023

