QUALIFICATIONS:
(1) Associate’s degree from an accredited educational institution in Computer Science or related field, or graduation from an accredited Technical Institution in a relevant training program, or high school diploma and three (3) years of relevant experience.
(2) Valid Florida driver’s license.
(3) Satisfactory criminal background check and drug screening.

KNOWLEDGE, SKILLS AND ABILITIES:
Working knowledge of all current workstation and file server operating systems, WAN, LAN, popular application software, telecommunication switches and voice sets. Ability to communicate clearly and precisely, orally and in writing. Ability to establish and maintain effective working relationships with a variety of people. Ability to analyze, troubleshoot and provide solutions. Knowledge of School Board policies, procedures and regulations as they relate to computer operations and technology support. Ability to project and prepare a budget. Knowledge of pertinent federal and state statutes and laws.

REPORTS TO:
Network Administrator

JOB GOAL
To enhance students’ ability to learn using technology by providing superior technical support and expertise.

SUPERVISES:
N/A

PERFORMANCE RESPONSIBILITIES:
Service Delivery
(1) Install, maintain, and monitor the operations of networked equipment.
(2) Perform installations of technology devices including but not limited to: workstations, peripheral equipment, format hard drives, load operating systems, install and uninstall approved software, document and maintain IP addresses, network printer commands, and networked equipment.
(3) Troubleshoot, repair, and replace internal and external workstation, peripheral, and networked components.
(4) Troubleshoot and assist in resolution of user account access to approved systems.
(5) Troubleshoot network connectivity issues including the positioning and replacement of network patch cables.
(6) Install, configure, and maintain approved software applications.
(7) Support teachers and staff in the use of workstations, peripherals, and networked equipment.
(8) Troubleshoot and assist with resolution of basic audio/visual technology problems.
(9) Troubleshoot and assist with resolution of basic telephone equipment problems.
(10) Assist with the evaluation, research, and recommendation of new hardware and software.
(11) Plan and manage department staffing, development and organization to ensure assigned duties are performed in accordance with established methods and procedures.
(12) Ensure inventory of technology and technology related components is maintained in compliance with established methods and procedures.

Inter/Intra-Agency Communication and Delivery
(13) Exercise service orientation when working with others.
(14) Interact with outside agencies, businesses and the community to enhance the understanding of district initiatives and priorities and to elicit support and assistance.
(15) Respond to inquiries and concerns in a timely manner.
(16) Keep supervisor informed of potential problems or unusual events.
(17) Assist in the interpretation of programs, philosophy and policies of the district to staff, students, parents and the community.
(18) Work closely with district and school staffs to support school improvement initiatives and processes.

Professional Growth and Improvement
(19) Provide technical assistance, training and development to school staff as needed.
(20) Maintain a network of peer contacts through professional organizations.
(21) Keep informed and disseminate information about current research, trends and best practices in areas of responsibility.
(22) Maintain expertise in assigned areas to fulfill project goals and objectives.
(23) Attend training sessions, conferences and workshops as assigned to keep abreast of current practices, programs and legal issues.

Systemic Functions
(24) Represent the district in a positive and professional manner.
(25) Prepare or assist in the preparation of all required reports and maintain all appropriate records.
(26) Demonstrate support for the school district and its goals and priorities.

Leadership and Strategic Orientation
(27) Provide computer operations and technical support to users at assigned schools.
(28) Provide leadership and direction for assigned areas of responsibility.
(29) Provide leadership and guidance in the development of annual goals and objectives for assigned department or program.
(30) Assist in implementing the district’s goals and strategic commitment.
(31) Exercise proactive leadership in promoting the vision and mission of the district.
(32) Set high standards and expectations and promote professional growth for self.
(33) Utilize appropriate strategies and problem-solving tools to make decisions regarding, planning, utilization of funds, delivery of services and evaluation of services provided.
(34) Demonstrate initiative in identifying potential problems or opportunities for improvement and take appropriate action.
(35) Use appropriate styles and methods to motivate, gain commitment and facilitate task
accomplishment.

(36) Promote a sense of team among department personnel.
Perform other tasks consistent with the goals and objectives of this position.

*Essential Performance Responsibilities

PHYSICAL REQUIREMENTS:
Medium Work: Exerting up to 50 pounds of force occasionally, and/or up to 20 pounds of force frequently and/or up to 10 pounds of force as needed to move objects.

Job Description Supplement 12

TERMS OF EMPLOYMENT:

CWA SALARY 250 day Contract (12 months)
FLSA Exempt

EVALUATION:
Performance of this job will be evaluated in accordance with provisions of the Board’s policy on evaluation of personnel.