CLASSIFICATION DESCRIPTION

JOB TITLE: Technology Specialist   **FLSA: Exempt**
DEPARTMENT: Instructional Technology   **GRADE:**
REPORTS TO: Director of Instructional Technology   **DATE:** 5/25/2022
BARGAINING UNIT: Non-Represented

SUMMARY:

The Technology Specialist provides support for the implementation and management of end user technology systems for district staff and students. The Technology Specialist also provides coaching, support and a Tier 3 escalation point for Technology Support Specialists. This position is expected to have a strong background in administrative functions related to desktop and mobile operating systems and applications for multiple computing platforms, basic/intermediate server experience, and basic/intermediate network troubleshooting while demonstrating exceptional customer service to staff and students.

ESSENTIAL FUNCTIONS:

This class specification lists the major duties and requirements of the job and is not all-inclusive. Incumbent(s) may be expected to perform job-related duties other than those contained in this document and may be required to have specific job-related knowledge and skills.

- Maintain and support mobile/desktop operating systems.
- Install, maintain, and support district software and district standards
- Maintain and support end user hardware (eg. mobile devices, desktops, laptops, projectors, etc.)
- Support cloud and third party services (eg. Google Workspace, Follett, Infinite Campus, etc.)
- Manage and support printing systems
- Monitor network and collaborate with district Network Specialist regarding general network health
- Manage district devices through management systems (JAMF and Google device management).
- Play a critical role throughout the support management lifecycle. Includes identification, testing, and documentation in coordination with Network Specialist and Director of Instructional Technology.
- Troubleshoot the management/maintenance of equipment including desktops,mobile devices, printers, scanners etc.
- Assist with new education technology initiatives including implementation and training.
- Test and evaluate hardware solutions, providing technical information and recommendations on those solutions with the best potential to support the District's infrastructure at the most reasonable investment
- Coordinate activities and assignments for Technology Support Specialists aligned with district Instructional Technology department
- Coach, train, and support continuous improvement of Technology Support Specialists

- Provide work direction to Technology Support Specialists and building media tech paraprofessionals
- Maintain desktop, mobile, and infrastructure inventory
- Receive and record all district technology purchases
- Manage inventory databases for all district software applications
- Perform all other duties as assigned by the Director of Instructional Technology.
- Collaborate with the Instructional Technology team on district technology planning.
- Attend district technology meetings.
- Provide level 3 help desk support as needed.

QUALIFICATIONS:
To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required.

Education and Experience:
- Minimum Associate's degree or a two-year college or technical school certification or degree in a relevant subject area.
- Minimum of 1-2 years previous experience in a work setting comparable to a school district's technology infrastructure.
- Experience in the use and support of multiple technologies in an educational setting along with an interest and ability to learn more of the same.
- Experience with macOS, iPadOS, and ChromeOS preferred but not required

Required Certificates, Licenses, and Registrations:
Continued employment is contingent upon all required licenses and certificates being maintained in active status without suspension or revocation.

Required Knowledge and Skills
Required Knowledge:
- Knowledge of and experience in the use and support of multiple technologies in an educational setting along with an interest and ability to learn more of the same.
- Knowledge and understanding of information technology industry best practices.
- Knowledge of security best practices when working with Enterprise technology solutions.

Required Skills:
- Ability to perform cross-platform troubleshooting and technical support.
- Understanding of scripting and automation best practices for supported operating systems.
- Ability to learn and support a wide range of computer applications.
- Ability to communicate technical items to others with varying technical abilities.
- Ability to coordinate internal and external resources to accomplish objectives
- Ability to collaborate with staff to accomplish district and department goals and objectives.
- Ability to communicate effectively in written and oral forms.
- Ability to provide network support within the building.
- Knowledge of centralized computer servers

- Ability to determine, prioritize, schedule and complete job assignments and projects with minimal supervision and within the time allocated.
- Ability to operate independently and effectively while following established procedures and protocols.
- Ability to anticipate and/or recognize problems and/or complications and to determine and implement practical corrective solutions to problems and issues
- Ability to demonstrate critical thinking skills when completing unique or complex job assignments.
- Ability to determine what is confidential and proprietary information and how to use that information in a proper manner.

PHYSICAL/MENTAL REQUIREMENTS:

The physical demands described herein are representative of those that must be met by an employee to successfully perform the essential functions of the job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Mobility to work in an office setting, use standard office equipment and stamina to sit for extended periods of time; strength to lift and carry up to 20 pounds; vision to read printed materials and computer screens; and hearing and speech to communicate in person or over the telephone.

WORKING ENVIRONMENT:

Work is performed in an office setting.
Travel may be required to locations throughout the District.