

Joliet Township High School District Information Technology Services Department Job Description

TITLE: Application and Instructional Support Specialist and Trainer

QUALIFICATIONS:

1. Instructional technology training experience.
2. Experience providing technical support and training for hardware and software.
3. Experience delivering both synchronous and asynchronous training highly preferred.
4. Such alternatives to the above qualifications as the Board may find appropriate and acceptable.
5. Teaching Certification preferred.

REPORTS TO: Director of Information Technology Services

PERFORMANCE RESPONSIBILITIES:

1. Engages in the planning, development and evaluation of professional development strategies.
2. Develop an extensive working knowledge of the Districts technological environment.
3. Develops and conducts technological professional development for all employees both asynchronously and synchronously, plus both in person and on-line.
4. Communicates technology-related integration strategies with administrators and teachers.
5. Participates in professional development opportunities for knowledge, skill, and ability development.
6. Assists in the support and administration of hardware and applications including work processing, spreadsheet, presentation organizational, instructional and software systems.

7. Models the effective integration of technology through professional development sessions, blogs, and other forms of communication and interactions.
8. Assists with the evaluation and recommendation of technical solutions to insure interoperability and alignment with the district mission.
9. Provide ongoing technical support by investigating problem, identifying their source, determining possible solutions, testing solutions and implementing solutions.
10. Communicate effectively and professionally when providing support and training.
11. Develops relationships with vendors to support district technologies.
12. Document and update technical policies and procedures used across the organization.
13. Administer user accounts, e-mail systems, active directory, internet access and applications as assigned.
14. Performs other related duties as assigned.

SALARY RANGE:	Determined by Assistant Superintendent for Business and Personnel
TERMS OF EMPLOYMENT:	Annual twelve-month contract. Salary approved by the Board of Education.
EVALUATION:	Performance to be evaluated annually in accordance with Board and Administrative policy.