

**CLASSIFICATION TITLE**

EXCEPTIONAL EDUCATION TECHNOLOGY/DATA SUPPORT SPECIALIST

**SUMMARY**

Provides district-wide support to Exceptional Education personnel in the area of technology and data collection and analysis, including hardware, software, web sites, troubleshooting, and training support. Travel to all sites in the district to accomplish this purpose is required.

**MINIMUM REQUIREMENTS**

High School Diploma or G.E.D.

Three years computer operations, network, or related experience.

One year working in a school or school-related computer environment;

Associate's (or higher) degree

**OR**

Two-years (60 Semester-Hour credits) of study at an institute of higher learning;

**OR**

Successful completion of an AZ Dept. of Education-approved Academic Assessment Test.

Any equivalent combination of experience, training, or education.

**PREFERRED QUALIFICATIONS**

Exceptional Education experience preferred.

**ADDITIONAL REQUIREMENTS AFTER HIRE**

FBI fingerprint background check (at employee's expense).

Proof of immunity to rubeola (measles) and rubella (German measles), or proof of MMR immunization.

Must satisfactorily complete 16 hours of network management training within 90 days of hire.

Must hold a current Driver's license and personal vehicle insurance coverage greater than or equal to the state required minimum for car insurance as described under [Governing Board Policy: EEB-R-1](#) Business and Personnel Transportation Services - Transportation by Employees.

**ESSENTIAL FUNCTIONS**

**THE LIST OF ESSENTIAL FUNCTIONS IS NOT EXHAUSTIVE AND MAY BE SUPPLEMENTED.**

Provides support for remote and desktop technology to Ex Ed end-users, including Teachers, Administrators and Instructional Technology Liaisons.

Initiates and follows through on help desk requests to ensure closure and customer satisfaction.

Help support TS Trainings of Ex Ed employees on TUSD software and hardware systems.

Help end-users with utilization of software applications and peripheral devices.

Schedule and conduct laptop training for Exceptional Education staff.

Develop and maintain websites for Exceptional Education.

Installs, configures, runs, and supports a variety of software applications, memory chips, batteries, computer cards, printers, and hubs.

Provide end-user demonstrations, one-on-one application training to users of Exceptional Education software and provide support to department staff in the use of a variety of peripherals and presentation devices, including scanners, CD-ROMs and DVDs, video and digital cameras, multi-media projectors, USB devices, wireless cards, etc.

Troubleshoot technology problems (connectivity, hardware and software) via e-mails, phone calls or district-wide site visits. Call in Work Orders when needed.

Support the Electronic Education Management System – EEMS (Synergy SE) and Medicaid tracking including assisting in training, troubleshooting, tracking Confidentiality Statements, data analysis, etc.)

Provide district-wide support for all teachers who have students taking Alternate Assessments. This includes training on the Arizona Department of Education's online Alternate Assessment website and subsequent data collection and analysis.

Test and install software & track licenses for software that is used by the Exceptional Education Department throughout the District.

Provides technical support on issues related to e-mail, Internet access, data downloads, presentation devices and district & departmental software.

Research, review, and implement current and new technologies for the computers, which include software and hardware to offer maximum understanding of constantly changing field.

Maintain, assign, deliver, process, and monitor movement of all Exceptional Education laptops, desktops and other technology equipment district-wide.

Member of Assistive Technology Team – This includes spending one day a week with the team evaluating assistive tech equipment, reviewing requests for assistive tech assistance, etc. Maintains the entire assistive technology inventory: checks equipment in and out; orders replacement parts; researches new devices, etc.

Provide direct support for students & parents regarding technology resources – including installing software and/or district equipment in the home.

Support technology needs for teachers of the visually impaired and their students; including troubleshooting, software, hardware training, installation of software, and researching new software.

Maintain List Serves for Exceptional Education

Develop and maintain databases (Inventory, Personnel, Assistive Technology, etc.)

Informs staff of copyright requirements.

### **MENTAL TASKS**

Communicates, reads, and comprehends. Ability to understand written and oral instructions. Ability to multi-task and prioritize. Basic mathematical skills.

### **PHYSICAL TASKS**

Work involves the performance of duties where physical exertion is required only to supplement normal sedentary work. Assistance is available in the event heavy physical exertion is required. Work may

involve occasional lifting and carrying weights up to 25 pounds. Moderate walking, stooping, bending, reaching and sitting for extended periods may be required as a normal part of the job. Employees will be required to obtain a driver's license. Visual weakness must not prohibit the performance of assigned duties. Verbal communicative ability may be required of public contact positions.

**EQUIPMENT, AIDS, TOOLS, MATERIALS**

Operates computer equipment and a variety of application software. Utilizes manuals and forms. Utilizes office equipment such as telephones, faxes, and copiers.

**WORKING CONDITIONS**

Indoors. Contact with children, parents, employees, and community.

**CONTROL, SUPERVISION**

None

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