



POSITION DESCRIPTION WACONIA PUBLIC SCHOOLS

SECTION I: GENERAL INFORMATION

Position Title: Mobile Web Technology Support Specialist	Department: Technology
Immediate Supervisor's Position Title: Director of Technology	FLSA Status: Non-Exempt
Job Summary: Under the direction of the Director of Technology, the Mobile Web Technology Support Specialist is responsible for providing user support in the areas of computer desktop, laptop, mobile devices and networking across the district. Duties of the job involve technical assistance as well as responsibility for the district's mobile device management system. The Mobile Web Technology Support Specialist also develops and manages the district website and serves as the district resource for updating building, department and classroom websites.	

SECTION II: ESSENTIAL DUTIES AND RESPONSIBILITIES

- Provides technical assistance to district staff for all computer systems including Windows/PC and Macintosh platforms.
 - a) Troubleshoots, analyzes, and repairs computer hardware and software issues for district desktops, laptops, mobile devices, SMART Boards, projectors, student information systems, and ShoreTel telephone and voicemail programs.
 - b) Performs installation of computer hardware and software. Images new equipment.
 - c) Assesses computer hardware in disrepair and determines whether to repair or replace.
 - d) Contacts and coordinates repairs with outside vendors when required.
 - e) Installs and tests operating systems, software and additional hardware such as drives, RAM, boards, etc.
 - f) Assists with the selection of computer hardware systems and software applications.
 - g) Coordinates, monitors and orders parts for all Macintosh and PC-related equipment.
 - h) Previews new equipment and software to ensure compatibility.
 - i) Provides procedural documentation to assist staff in the use of computer equipment and software.
- Coordinates and manages school district's mobile device program.
 - a) Deploys mobile devices to staff and students in accordance with district policies and procedures.
 - b) Monitors and evaluates mobile device performance and makes recommendations to the Director of Technology concerning mobile device needs, requirements, and changes in policies and procedures.
 - c) Assists with the selection of mobile devices and software applications.
 - d) Manages district's mobile learning online resources including Google Apps for Education, the content management system (CMS), and related sites. Creates accounts and monitors and implements updates.
- Develops, coordinates and manages the school district's website.
 - a) Coordinates and manages district website design and content standards.
 - b) Integrates the district's social media strategy with the website.
 - c) Serves as district resource for assistance while creating, maintaining and updating school, department, and classroom websites.
 - d) Provides training to district staff on use of selected content management systems such as Schoology, etc.
- Assists Network Specialist with network administrative tasks and provides network security support as needed.

- Collaborates with the Director of Technology on determining staff, processes and tools needed to successfully implement technology projects and initiatives.
- Performs other duties as assigned.
 - a) Provides professional expertise and assistance to district staff concerning technology.
 - b) Attends training sessions, conferences, seminars, district meetings, as required.
 - c) Keeps abreast of changing developments, trends, and informational/networking technologies and issues.
- Attends work regularly and punctually.

SECTION III: WORK REQUIREMENTS AND CHARACTERISTICS

EDUCATION/KNOWLEDGE REQUIREMENT: Minimum education required to perform adequately in position could reasonably be attained only by completing the following:			
REQUIRED EDUCATION/TRAINING (choose one)			DEGREE INFORMATION: Type of degree: (B.S., M.A., etc.)
	less than high school diploma		Associate's Degree or completion of a 2-year diploma or certificate program.
	High school diploma or GED.		Major field of study or degree emphasis: Computer Science, Networking/Information Technology, or related areas.
	1 year college	x 2 years college	
	3 years college	4 years college	
	1st year graduate level		Essential knowledge and specialized subject knowledge required to perform the essential functions of the job: <ul style="list-style-type: none"> • Knowledge of computer operating systems and applications for Windows and Macintosh platforms. • Knowledge of Windows Server, Exchange Server, SQL Server, and OS/X Server. • Knowledge of Microsoft Office Products including Word, Excel, PowerPoint, and Publisher. • Knowledge of data and VoIP networks. • Knowledge of network hardware components, their operations and functions, and procedures for troubleshooting problems and conflicts. • Knowledge of Network Security concepts including Active Directory and Group Policies. • Knowledge of software installation, maintenance, and upgrading.
	2nd year graduate level		
	Doctorate level		
Required Work Experience in Addition to Formal Education/Training: Minimum of two (2) years of experience in the areas of computer hardware/software support and maintenance for both Macintosh and Windows/PC platforms.			
LICENSE/ CERTIFICATION		Identify licenses/certification required upon hiring: A valid driver's license for travel within school district is required. Macintosh iOS and OS-X certification required.	

SECTION III: WORK REQUIREMENTS AND CHARACTERISTICS

ESSENTIAL SKILLS REQUIRED TO PERFORM THE WORK	<p>Skilled in:</p> <ul style="list-style-type: none"> • Installing, configuring, and troubleshooting networking applications software and operations. • Troubleshooting and problem solving computer and networking components or technical issues faced by building personnel and staff. • Prioritizing and organizing a variety of responsibilities and projects. • Reading and interpreting technical manuals to acquire knowledge and new skills. • Resolving hardware and software problems in a multi-location, multi-server and multiple platform environments. • Maintaining a safe working environment. • Communicating with stakeholders to collaborate in the planning, integration and support of technology throughout the district. • Establishing and maintaining professional and courteous working relationships with staff, colleagues, students, parents, vendors, and the public. • Providing a high level of customer service. • Defining problems and collaboratively working towards resolution.
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RESPONSIBILITY FOR DIRECT SUPERVISION OF THE FOLLOWING POSITIONS		
	Titles of Positions Directly Supervised	# of Employees
	TOTAL	

INDIRECT SUPERVISION:	
Number of employees indirectly supervised:	Total:

HAZARDOUS WORKING CONDITIONS: <i>The essential duties of the work are performed under various physical hazards or environmental conditions noted.</i>	<p>Unusual or hazardous working conditions related to performance of duties:</p> <p>Work responsibilities are performed in a typical school setting. The potential for electrical shock can exist when working with electrical and electronic components but the risk of environmental and physical hazards and risks can be characterized as minimal given the training, application of safety precautions and procedures.</p>
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PHYSICAL JOB REQUIREMENTS: Indicate according to essential duties/responsibilities				
<u>Employee is required to:</u>	Never	1-33% Occasionally	34-66% Frequently	66-100% Continuously
Stand		X		
Walk		X		
Sit			X	
Use hands dexterously (use fingers to handle, feel)			X	
Reach with hands and arms			X	
Climb or balance		X		
Stoop/kneel/crouch or crawl		X		
Talk or hear				X
Taste or smell	X			
Physical (Lift & carry): up to 10 pounds			X	
up to 25 pounds		X		
up to 50 pounds		X		
up to 75 pounds		X		
up to 100 pounds	X			
more than 100 pounds	X			

PHYSICAL JOB REQUIREMENTS: Indicate according to essential duties/responsibilities
<p>Physical requirements associated with the position can be best summarized as follows:</p> <p>Medium Work: Exerting up to seventy-five (75) pounds of force occasionally and/or negligible amount of force constantly to lift, carry, push, and pull or otherwise move objects in the performance of the job.</p>

SECTION IV: CLASSIFICATION HISTORY AND APPROVAL

This Position Description reflects an accurate and complete description of the duties and responsibilities assigned to the position.

Department Head's Signature

Date

Classification History:

Description created by ISD 110 Human Resources 5/2013.