



Position Title: **Technology Specialist II**

Department: Technology

Reports To: Technology Director

SUMMARY: This position is responsible for assisting with the installation, maintenance and repair of technology equipment and software for the purpose of continued function and enhancement of technology in the education environment.

ESSENTIAL DUTIES AND RESPONSIBILITIES: Other duties may be assigned.

1. Identifies and resolves technical problems following the ADPIE process (Assessment, Diagnosis, Planning, Implementation, and Evaluation)
2. Completes continuing education as pertains to job responsibilities
3. Develops and organizes documentation of technology operations for peer and customer use
4. Assists with management of data back-up processes
5. Installs, maintains, and troubleshoots cable, fiber, and wireless network equipment and cabling
6. Assists with server and workstation configuration and installation
7. Assists with connectivity and repair of communication systems
8. Maintains and operates technology equipment in an efficient manner that minimizes down-time
9. Coordinates with authorized personnel for repair of hardware and software
10. Assists with software and hardware upgrades and staff training
11. Maintains and operates remote connectivity equipment
12. Maintains intermediate technical skill level with networking, communication, and server systems
13. Participates in support task identification and scheduling that minimizes service interruption
14. Assists with overall network performance monitoring, analysis and status reporting
15. Assists with the maintenance and operation of video conferencing systems
16. Provides assistance to other public agencies as directed
17. Corresponds with district staff and stakeholders via email
18. May be asked to translate, if applicable
19. Maintain regular on-time attendance
20. Completes other technology support tasks as assigned

SUPERVISORY RESPONSIBILITIES: None

QUALIFICATION REQUIREMENTS: Minimum of a High School diploma or equivalent; 4-year college education preferred. At least 3 years of recent experience working in

the support of computers, servers, and LANs. CompTIA A+ certification or equivalent. One additional CompTIA certification or equivalent (e.g., Network+, Linux+, or Server+). Advanced working knowledge of Windows, Apple, DOS, and Linux. Advanced technical expertise with the setup and operation of technology hardware and software. Ability to work independently and with students and staff in a team setting. Advanced knowledge of network and communication systems. Ability to communicate and implement effective problem-solving techniques. To perform 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. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

LANGUAGE SKILLS: Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals. Ability to read and comprehend simple instructions, short correspondence, and memos. Ability to write routine reports, and business correspondence. Ability to speak effectively before groups of customers or employees of organization. Ability to read, analyze, and interpret general business periodicals, professional journals, technical procedures, or governmental regulations. Ability to speak effectively with other employees and/or students. Ability to present information in one-on-one and small group situations to customers, clients, other employees, and/or students. Ability to speak and present effectively before vendors, administration staff. Ability to effectively present information and respond to questions from groups of administrators, managers, employees, clients, customers, and/or the general public. Ability to respond to common inquiries or complaints from customers, regulatory agencies, or members of the business community. Ability to effectively present information to administrators and Board of Education.

MATHEMATICAL SKILLS: Ability to calculate figures and amounts such as discounts, interest, commissions, proportions, percentages, area, circumference, and volume. Ability to apply concepts of basic algebra and geometry. Ability to add and subtract two digit numbers and to divide with 10's and 100's. Ability to apply basic arithmetic calculations using units of American money, weight measurements, volume and distance. Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals. Ability to compute rate, ratio and percent. Ability to calculate figures and amounts such as discounts, interests, commissions, proportions, percentages, area, circumference and volume. Ability to apply concepts such as fractions, percentages, ratios and proportions to practical situations.

REASONING ABILITY: Ability to apply commonsense understanding to carry out instructions furnished in written, oral, or diagram form. Ability to deal with problems involving several concrete variables in standardized situations. Ability to interpret a variety of instructions furnished in written, oral, diagram or schedule form. Ability to define problems, collect data, establish facts, and draw valid conclusions.

OTHER SKILLS and ABILITIES: Substantial knowledge and experience in Internet related technologies including firewalls, proxies, filters, DNS, HTTP, and FTP and DHCP and Dial-up. Substantial knowledge and experience in networking protocols, topologies, and deployment and configuration of switches, routers, and network cabling related components. Advanced knowledge and experience in the installation, support and troubleshooting of desktop operating systems. Advanced knowledge of integrating desktop operating systems and software applications with Novell and Microsoft network operating systems and AS 400 systems. Knowledge in the operation and administration of disaster prevention and recovery strategies. Significant experience and advanced knowledge in network user administration; network security administration, and specific operating techniques for GroupWise, Novell, Linux and Microsoft network and disk operating systems. Assists with student information system server administration.

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

While performing the duties of this job, the employee is regularly required to sit, walk, talk and/ or hear. The employee frequently is required to walk. The employee is occasionally required to stand and reach with hands and arms. Specific vision abilities required by this job include close vision and depth perception. Occasionally the employee will lift up to 50 lbs. such as to lift files and paper.

WORK ENVIRONMENT: The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee occasionally works in temperatures above 100° and below 32° and occasionally will walk on slippery surfaces. The noise level in the work environment is usually moderate to loud.

The information contained in this job description is for compliance with the American with Disabilities Act (A.D.A.) and is not an exhaustive list of the duties performed for this position. Additional duties are performed by the individuals currently holding this position and additional duties may be assigned.

I have read and understand this job description.

Signature

Date