JOB DESCRIPTION

Job Title: **Technology Systems for Education Engineer - TSEE**
Reports To: Director of Technology
Status: **Confidential**

JOB SUMMARY

The Technology Systems for Education Engineer (TSEE) works with the Fern Ridge Technology Department Team to design, deliver and maintain all of the district's technology services in a progressive, sustainable and reliable manner. The TSEE supports the Department's fundamental mission, while being responsive to new requirements, changing technology landscapes, and evolving instructional demands.

The TSEE's primary role within the team will range from collaborating on overall system designs and service plans through server and network administration, to coordinating a collection of services and user service requests and work orders. As well, this position will supervise the Technology Instructional Assistant(s).

The TSEE works under the direction and supervision of the Technology Director (TD) and reports to the TD. The TSEE and TD positions will split or partner the systems and network administration duties as necessary and appropriate. The TSEE will also work in concert with Technology Support Specialist(s), coordinating some work order activities, and processing and completing more complex work orders. The TSEE will also be expected to perform a range of other technical and support duties as required. This position will perform a variety of demanding and essential tasks which requires effective and responsible independent decision making, excellent communication skills and a firm commitment to customer service.

ESSENTIAL DUTIES AND RESPONSIBILITIES

Essential duties of this position include the following. Employees in this position perform some or all of the following tasks. Other duties may be assigned.

- Demonstrate regular and acceptable attendance and punctuality.
- Be familiar with and adhere to all relevant District Board policies, administrative regulations and building rules.
- Interacts thoughtfully and courteously with students, staff, parents and community members and resolves conflict in a professional manner.

- Work independently and cooperatively in teams with other staff members and students.
- Attend staff meetings.
- Attend in-service and workshop trainings.
- Maintain appropriate certifications and training hours, as required.
- Complete appropriate logs, forms and paperwork, as required.
- Reports safety, sanitary and fire hazards immediately to supervisor.
- Develop system design plans, cost analysis and alternatives for district systems.
- Perform server and network maintenance and monitoring
- Maintain accurate and current technology inventory.
- Respond to Helpdesk technology work orders.
- Work with the Technology Committee to establish on-going maintenance, district technology plan.
- Maintain accurate and current technology inventory.
- Monitor student and staff computer use per computer use policy.
- Contribute to the positive educational and work climate in the schools through collaborative synergistic action among the technology committee, administration and staff.
- Supervision and evaluation of technology department classified employee(s).
- May have to work overtime and on weekends – take compensatory time off.
- Perform other duties as assigned by the Director of Technology.

QUALIFICATIONS

To perform this job successfully, an individual must be able to perform each of the essential duties and responsibilities satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required.   A demonstrated level of high-level experience, skill, prior accomplishments and previous responsibilities with administrating, managing and designing complex technology systems is the primary qualification as technologies change rapidly, and platforms and environments vary.

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential duties and responsibilities.

Required Knowledge, Skills and Abilities
- Specialized computer network and administration of a highly technical nature
- Hold a current Oregon Driver's License
- High degree of adaptability, independent judgment, initiative and integrity.
- Ability to execute procedures in accordance with established District guidelines and procedures.
- Ability to organize work and establish priorities in workload in order to meet deadlines.
- Ability to configure, debug and support user connections for wireless and wired campus network.

- Ability to troubleshoot and isolate issues across systems - server, client, network, cloud
- Ability to manage user and device policy management systems (ie MS GPO, Google domain policies)
- Ability to keep and maintain system documentation and adhere to change management best practices.
- Ability to carry out oral and written instructions.
- Ability to interpret data and compile necessary reports.
- Ability to work independently.
- Ability to effectively supervise classified employee(s) of the department

- **Education and/or Experience:** Hold an Associate degree in Information/Communication or higher. Prefer Bachelor of Science degree (Masters encouraged) in Engineering Information/Communication Science, Computer Science or related field. Demonstrated related professional experience maybe considered.

- **Interpersonal Skills:** Works well with others from diverse backgrounds. Ability to successfully and appropriately work with students, staff, parents and community members. Maintain confidentiality.

- **Language Skills:** Ability to communicate fluently verbally and in writing in English. Ability to read, analyze, and interpret documents such as safety rules, operating and maintenance instructions, procedure manuals and governmental regulations. Ability to write routine reports and correspondence. Ability to effectively present information and respond to questions in small group or one-on-one situations.

- **Mathematical Skills:** 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 and to draw and interpret bar graphs. Ability to apply advanced logic to process large data sets.

- **Reasoning Ability:** Ability to solve complex, multi-variant problems with multiple stakeholders and technology dependencies creatively within a complex operational environment, where some factors unknown. Ability to understand the effects of potential solutions to a problem on the overall technical, management and operational systems in place, and discover and present options that outline dependencies and risks.

- **Computer Skills:** Must have demonstrated competency in a wide spectrum of computer system specialties. For instance, demonstrated skill and experience administrating Microsoft and Unix/Linux servers in enterprise environments, advanced scripting skills in one or more languages. Must have demonstrated ability to provide support for the District database software, cloud-based services, managed devices and support for all

District technology programs.

- **Other Skills and Abilities:** Ability to appropriately communicate with students, teachers, parents, members of the community, vendors and effectively supervise employee(s). Ability to multi-task, meet timelines and exercise good judgment while working in a dynamic environment.

- **Certificates, Licenses, Registrations:** Certificates as determined by the District and other training as assigned by the District. Ability to obtain Oregon Driver License.

SUPERVISORY RESPONSIBILITIES

This position will directly supervise the Technology Instructional Assistant(s) in the department. All school employees have some responsibility for supervising students and assisting in maintaining a safe environment.

Examples of supervisory duties include, but are not limited to:

- Direct the daily workload
- Collaboratively sets performance goals
- Evaluation
- Recommends hiring and firing
- Adjust grievances
- Disciplinary action, if necessary
- Ensures employee adheres to district policies and regulations and state laws as applicable

WORKING CONDITIONS & PHYSICAL REQUIREMENTS

The working conditions and physical requirements described here are representative of those that must be met by an employee to successfully perform the essential duties and responsibilities of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the functions, duties, and responsibilities of the job.

While performing the duties of this job, the employee is regularly required to talk or hear. The employee is frequently required to walk, stand, sit, use hands for fine manipulation, handle or feel and reach with hands and arms using a keyboard and video display terminal. The employee is regularly required to stoop, kneel, or crouch. The employee must regularly lift and/or move up to 50 pounds and occasionally up to 100 pounds. Specific vision abilities required by this job include close vision, distance vision, ability to adjust focus and peripheral vision.

Work Environment

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

The work environment combines a standard office setting including standard office equipment (fax, copier, phone, computer, 10-key, etc.) with the standard school setting. The noise level in the work environment is usually low to moderate, but occasionally high depending upon student population and activities. The employee is occasionally exposed to outdoor weather conditions. The employee may be exposed to bodily fluids and bloodborne pathogens.

OTHER
Note: This is not necessarily an exhaustive or all-inclusive list of responsibilities, skills, duties, requirements, efforts, functions or working conditions associated with the job. This job description is not a contract of employment or a promise of guarantee of any specific terms of conditions of employment. The school district may add to, modify or delete any aspect of this job (or the position itself) at any time as it deems advisable.