

EPPING SCHOOL DISTRICT
JOB DESCRIPTION

TITLE: TECHNOLOGY SPECIALIST

GENERAL DESCRIPTION: Under supervision of the technology director, the purpose of the position is to provide technical support for district technology by maintaining a preventive maintenance program; documenting information, resolving immediate technology concerns, and ensuring assignments/work order requests are completed within a timely manner.

QUALIFICATIONS: High school diploma or GED; two years college or technical training or equivalent, supplemented by minimum two (2) years providing computer technical support to end users in a networked environment, or any equivalent combination of related education, training and experience which provides the required knowledge, skills and abilities to perform the essential job functions. A+ certification desirable.

KNOWLEDGE: Knowledge of rules and regulations related to assigned functions. Knowledge of networking, computers, peripheral equipment, software applications and other related equipment. Knowledge of Windows server networking, Mac OS, DOS, Linux and Open Source software.

SKILLS:

1. Must have good human relation skills.
2. Must be able to communicate well in both oral and written form, using correct spelling, grammar and punctuation.
3. Must have the ability and willingness to learn a wide variety of tasks required in technology assistance and repair of computers
4. Must be able to perform semi-routine standardized work with some independent judgment concerning choices of action.
5. Must have good working knowledge of networking, computers, peripheral equipment, software applications and other related equipment.
6. Must be able to operate standard office equipment including use of computer application.

ABILITIES:

1. Requires the ability to provide guidance, assistance, and/or interpretation to others on how to use technology.
2. Requires the ability to sit for prolonged periods of time.
3. Requires the ability to work independently.

4. Requires the ability to understand and carry out oral and written instruction, and ability to exercise independent judgment to adopt or modify methods and standards to meet variations in assigned objectives.
5. Requires the ability to exercise the judgment, decisiveness and creativity required in situations involving evaluation of information against measurable or verifiable criteria.

CLASSIFICATION: This position is designated as a year-round support position.

REPORTS TO: Reports to the Director of Technology

SUPERVISES: Not Applicable.

ROUTINE FUNCTIONS AND RESPONSIBILITIES:

1. Assesses and troubleshoots difficulties with network, computer, peripheral equipment, software applications, and other related equipment
2. Responds in a timely manner to requests for technical assistance from district personnel and students.
3. Keeps an accurate record of troubleshooting and maintenance activities.
4. Manages multiple concurrent tasks.
5. Communicates with District staff and students of diverse cultural backgrounds.
6. Demonstrates a high level of expertise with Windows server networking, Mac OS, DOS, Linux and Open Source software.
7. Quickly learns new software packages and transmits that understanding to others.
8. Adapts to and supports new hardware as it is placed into service by the district.
9. Reads, assimilates and translates technical documentation in a clear, meaningful way for non-technical staff and students.
10. Understands and carries out oral and written instructions.
11. Follows prescribed procedures relating to tasks, the completion of reports, and internal control procedures.
12. Respects and maintains confidentiality and the confidential, proprietary nature of all information maintained on data systems related to the position.
13. Assists staff and students with specific projects relating to technology.
14. Works with student interns in a training/working environment.
15. Assists other personnel as may be required for the purpose of supporting them in the completion of their work activities.
16. Installs system component for the purpose of maintaining equipment in operating condition.
17. Attends meetings as assigned for the purpose of conveying and/or gathering information required to perform functions.
18. Collaborates with committee groups for work projects.
19. Provides training for school level technology staff.
20. Supports technology lab environments at buildings.
21. Implements wireless capabilities while maintaining security protocols.
22. Implements project management support and goals.

23. Assists other personnel as may be required for the purpose of supporting them in the completion of their work activities.

The list of essential functions, as outlined herein, is intended to be representative of the tasks performed within this classification. It is not necessarily descriptive of any one position in the class. The omission of an essential function does not preclude management from assigning duties not listed herein if such functions are a logical assignment to the position.

WORKING ENVIRONMENT: Physical ability to perform the essential functions of the job as outlined above, in addition to the following:

1. While performing the duties of this job, the employee is frequently required to stand; walk; and sit. The employee is regularly required to see, talk and hear. The employee is regularly required to use hands to manipulate, handle, or feel. The employee is occasionally required to reach with hands and arms; climb steps; stoop, kneel, or crouch.
2. Employee is required to drive.
3. Tasks involve the ability to exert moderate physical effort which may involve some lifting, carrying, pushing and/or pulling of objects and materials of moderate weight (25-40 pounds).
4. Tasks may involve extended periods of time at a keyboard or work station.
5. Tasks require visual perception and discrimination. Vision abilities include close vision, distance vision, color vision, peripheral vision, and ability to adjust focus.
6. Tasks require oral communications ability.
7. Tasks are regularly performed without exposure to adverse environmental conditions, such as dirt, dust, pollen, odors, wetness, humidity, rain, fumes, temperature and noise extremes, machinery, vibrations, electric currents, traffic hazards, animals/wildlife, toxic/poisonous agents, violence, disease, or pathogenic substances.
8. Must be able to travel between schools in a campus style environment.
9. Job is performed in a school setting, with occasional outside weather conditions.

TERMS OF EMPLOYMENT:

1. Year round, 5 days per week, 8 hours per day
2. Clear criminal background check
3. Verification of health to perform job
4. Valid driver's license
5. Support contract with salary and benefits

The Epping School District is an Equal Opportunity Employer. Position is subject to Epping School District policy, rules, and regulations.