



Position Title: **Technology Specialist I**

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. Monitors technology advances as pertains to job responsibilities
3. Develops and organizes documentation of technology operations for customer use
4. Assists with data back-up as assigned
5. Assists with clerical work related to technology department operations as assigned
6. Assists in development and maintenance of District web page in coordination with the Webmaster as assigned
7. Assists with connectivity and repair of network and communication systems
8. Operates 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
11. Provides assistance to other public agencies as directed
12. Corresponds with district staff and stakeholders via email
13. May be asked to translate, if applicable
14. Maintain regular on-time attendance
15. Completes other tasks as assigned

SUPERVISORY RESPONSIBILITIES: Assist with supervision of temporary summer technology positions.

QUALIFICATION REQUIREMENTS: Minimum of a High School diploma or equivalent; 2 or 4 year college degree preferred. One year of recent experience working in the support of computers and small networks. CompTIA A+ certification or equivalent preferred. Intermediate working knowledge of Windows, DOS, and Linux. Technical expertise with the setup and operation of technology hardware and software. Ability to work with students and staff in a team setting. Ability to provide training related to hardware and software operation. Ability to resource and participate in support groups. Ability to implement effective problem-solving techniques.

EDUCATION and/or EXPERIENCE: High school diploma or general education degree (GED); plus one to two years technology training; or equivalent combination of education and experience.

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: Ability to operate office machines and computer and related software. Ability to develop effective working relationships with students, staff and the school community. Ability to communicate clearly and concisely, both orally and in writing. Ability to perform duties with awareness of all district requirements and Board of Education policies. Ability to handle a variety of duties all at once.

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