



Position Title: **Technology Specialist III**

Department: Technology

Reports To: Technology Director

SUMMARY: This position assists with the installation, maintenance and repair of all technology systems used in the school district to conduct general business and provide enhanced student instruction. The position also directly collaborates with stakeholders to expedite the optimal performance and maintenance of specific online curricula platforms used for student instruction.

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. Maintains advanced technical skill level related to job responsibilities through regular professional development and other activities
3. Develops and delivers technology documentation and training for peer and customer use
4. Assists with management of data back-up and archiving processes
5. Helps install, maintain, and troubleshoot copper, fiber, and wireless network equipment and cabling
6. Assists with installation, configuration and troubleshooting of servers, network equipment and computing devices
7. Assists with Identity management (IDM) optimization and troubleshooting
8. Assists with Single-Sign On (SSO) optimization and troubleshooting
9. Through close communication with stakeholders, manages specific online publisher curricula access and configuration, including classes and rostering of staff and students
10. Coordinates with authorized personnel for repair of hardware and software
11. Assists with system optimization designed to minimize service interruption
12. Participates in district technology planning and development
13. Creates, prioritizes and maintains support task communication and scheduling
14. Helps monitor, measure and optimize LAN, WAN and server performance
15. Assists with the maintenance and operation of audio/visual and technology security system initiatives
16. Provides assistance to other public agencies as directed
17. Corresponds with district staff and stakeholders via email and other approved methods
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 degree preferred. Five or more years of recent experience working in the support of computers, servers, and network infrastructure. Advanced server administration certification (e.g., RHCE, MCSE) or equivalent knowledge and experience. Recent advanced knowledge and experience related to networking operating systems (e.g., Active Directory). Advanced knowledge and experience related to operating systems including Linux, ChromeOS, Windows, Apple, Android and iOS. Advanced knowledge and experience related to the integration and maintenance of online services (e.g., Amazon AWS, Google for Education). Ability to maintain consistent professionalism while working independently and as a member of a team. Advanced knowledge and experience related to network and communication systems. Ability to communicate and implement effective problem-solving techniques.

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: Significant knowledge and experience configuring and troubleshooting cloud and on-premise server technologies including bare metal and virtual machines. Significant knowledge and experience configuring and troubleshooting networking infrastructure and protocols including cabling, firewalls, switches, routers, wifi, 802.1x, DHCP, DNS, HTTPS, IPSEC, SSL, and TLS. Advanced knowledge and experience related to the installation, support and troubleshooting of desktop operating systems. Advanced knowledge and experience related to integrating desktop operating systems and software applications with network operating systems. Significant knowledge and experience related to the operation of disaster prevention and recovery strategies. Significant experience and knowledge related to technology system security best practices.

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