Job Title: Specialist – Network Services IV

Position Description

To perform this job successfully, an individual must be able to perform the essential job functions consistently and to the satisfaction of the employer. Reasonable accommodations may be made for qualified disabled individuals. This job description is not an exhaustive list, as employees may be required to perform duties not specifically designated within this document, at the employer's discretion. The Escambia County School District reserves the right to modify or interpret this job description as needed.

FLSA Status:	Exempt
Reports to:	Appropriate Supervisor or Designee
Supervises:	Appropriate Staff as required
Pay Grade:	Professional – 5

JOB SUMMARY

The purpose of this job is to design, deploy and maintain all network and unified communications services in schools and administrative offices to achieve the District's mission and strategic aims.

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ESSENTIAL JOB FUNCTIONS

- Develops, implements, and improves service support procedures for the efficient delivery of assigned technology services.
- Monitors, evaluates, and reports on assigned technology services to ensure that the department's performance on problem resolution remains within the parameters set in the department's service level agreements.
- Monitors and manages the wide area network performance and initiates necessary corrective action.
- Monitors, evaluates, and reports on the availability and capacity of assigned technology services to ensure high availability of resources.
- Conducts long-range planning on the specifications, design, and installation of building networks, wide area connectivity, servers, workstations, and software.
- Designs, implements, and supports District-wide computing networks (including network servers, network communications, and telecommunications equipment) throughout the District.
- Provides training in the administration and use of school-based networks and telecommunications systems.
- Provides project management for planning, implementing, improving, and maintaining network services for the District.
- Efficiently conducts research, collaborates with colleagues, and analyzes technically and instructionally complex problems in order to effect solutions.
- Provides coordination and direction for the installation and maintenance of network equipment for the District.

- Works collaboratively with appropriate District personnel in the deployment of effective strategies that address the communications, public access, service delivery, and instructional functions of the District.
- Communicates effectively with vendors, District administration and staff, school administrators, and other school-based personnel to ensure optimum and efficient use of network and telecommunication services.
- Responds to inquiries or concerns in a timely manner.
- Keeps Manager informed of potential problems or unusual events.
- Disseminates information and current research to appropriate personnel.
- Keeps well informed about current trends and best practices in areas of responsibility.
- Maintains expertise in assigned areas to fulfill project goals and objectives.
- Facilitates the development, implementation, and evaluation of staff development activities provided in assigned areas.
- Promotes and supports professional growth for self and others.
- Develops or assists in developing the department budget and monitors its implementation.
- Prepares or oversees the preparation of all required reports and maintains appropriate records.
- Represents, consistently, the District in a positive and professional manner.
- Performs other duties as assigned

MINIMUM REQUIREMENTS

- Bachelor's Degree from an accredited educational institution in Computer Science, Computer Technology, Instructional Technology, Systems Science, Engineering, or related field.
- Five (5) years of related experience.
- Qualifications may vary from the above requirements to such a degree as the Superintendent and Board determine is necessary and appropriate to ensure properly qualified personnel in each specialized assignment.

KNOWLEDGE, SKILLS, AND ABILITIES

- Requires the ability to comprehend difficult materials and unified   communications system manuals.
- Requires the ability to communicate in technical or lay terms.
- Requires the ability to display knowledge to translate user requests into design specifications.
- Requires the ability to display an extensive knowledge of wide area and local area network design and industry standards in order to optimally configure District-wide computing networks in the most cost effective manner.
- Requires the ability to display a knowledge of major hardware platforms and computer and tablet operating systems, including but not limited to Macintosh OS, Microsoft Windows, Chrome OS, IOS, and Android.
- Requires the ability to display a knowledge of major network operating systems including Linux, Macintosh OS X, Google Workspace and Microsoft Windows.
- Requires the ability to display a knowledge of project management practices and tools to facilitate implementation of computing networks.
- Requires the ability to display a knowledge to analyze and evaluate the network's system performance and functionality and provide enhancements or corrections.
- Requires the ability to display a knowledge of project management practices and tools to facilitate implementation of computing networks.

- Requires the ability to display a knowledge of outside plant infrastructure including, but not limited to long-haul fiber, and design considerations.
- Requires the ability to identify hardware and software issues relating to computing devices, servers, and networking equipment in school environments in order to effect resolution.
- Requires the ability to plan, organize, manage time, and prioritize duties.
- Requires the ability to display skills in positive people management.
- Requires the ability to display possession analytical skills for problem solving.
- Requires the ability to perform professional-level work dealing with data, people, and technology that relates to administrative, technical, scientific, engineering, accounting, legal, or managerial skills.
- Requires the ability to prepare and/or process purchase orders and maintain accountability for inventory/property management.
- Requires the ability to make recommendations that impact the budget and manage the budget within assigned department.
- Requires the ability to maintain a professional manner during negative stressful situations.

PHYSICAL DEMANDS

Light Work: Exerting up to 20 pounds of force occasionally and/or up to 10 pounds of force as frequently as needed to move objects. The work also requires the following physical abilities in order to perform the essential job functions: crouching, handling, hearing, lifting, mental acuity, reaching, repetitive motion, speaking, talking, visual acuity, and walking.

WORKING CONDITIONS

Employees in this position work in a safe and secure work environment that may periodically have unpredicted requirements or demands.

Date of Board Approval: June 20, 2017, effective July 1, 2017

Date of Revision: April 18, 2023, effective July 1, 2023

APPROVED
ESCAMBIA COUNTY SCHOOL BOARD

APR 18 2023

▶ DR. TIMOTHY A. SMITH, SUPERINTENDENT
VERIFIED BY RECORDING SECRETARY