



**Job Title:** Specialist – Technology Support I

## **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:** Nonexempt  
**Reports to:** Appropriate Supervisor or Designee  
**Supervises:** Appropriate Staff as required  
**Pay Grade:** Professional – 10

APPROVED  
ESCAMBIA COUNTY SCHOOL BOARD

JUNE 20, 2017

MALCOLM THOMAS, SUPERINTENDENT  
VERIFIED BY RECORDING SECRETARY

## **JOB SUMMARY**

The purpose of this position is to deploy and maintain all technology services in schools and in administrative offices to achieve the District's mission and strategic aims.

## **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.
- Assists principals, technology contacts, and teachers in assessing their technology needs and provides direction or resources to meet those needs.
- Monitors, evaluates, and reports on the availability and capacity of assigned technology services to ensure high availability of resources.
- Designs, implements, and supports school wide computing networks (including network servers, network communications equipment, desktop workstations, and peripherals) throughout the District.
- Provides project management for planning, implementing, improving, and maintaining instructional computer software.
- Provides training to school based technology contacts in the administration and use of school computing networks.
- Efficiently conducts research, collaborates with colleagues, and analyzes technically and instructionally complex problems in order to effect solutions.
- Develops and encourages teachers' skills in the use of school computing networks for accessing instructional material and building collaboration across environments.
- Works with appropriate District personnel in the deployment of effective Web based strategies that address the communications, public access, service delivery, and instructional functions of the District.
- Represents the Information Technology Department in local, state, or national meetings and conferences.
- Communicates with vendor technical support to resolve hardware and software problems.

- Keeps supervisor informed of potential problems or unusual events.
- Responds to inquiries and concerns in a timely manner.
- Disseminates information and current research to appropriate personnel.
- Refers to professional journals and other current research to determine appropriate uses of technology applications and networking in education.
- Maintains expertise in assigned areas to fulfill project goals and objectives.
- Develops annual personal goals and objectives consistent with and in support of District goals and priorities.
- Attends training sessions, conferences, and workshops to keep abreast of current practices, programs, and legal issues.
- Receives objectives for the department and priorities for specific projects from the Director.
- Works in a proactive and self-directed manner to plan and carry out technical and curricular objectives and priorities of the department and District.
- Prepares all required reports and maintains appropriate records.
- Follows the policies and procedures of the Information Technology Department and all School Board policies, rules, and regulations.
- Serves on District, state, or community councils or committees as assigned or appropriate.
- Represents, consistently, the District in a positive and professional manner.
- Provides leadership and direction for the assigned areas of responsibility.
- Utilizes appropriate strategies and problem solving tools in making decisions concerning planning, utilization of funds, and delivering services and evaluation of services provided.
- Assists in implementing the District's goals and strategic commitments.
- Exercises proactive leadership in promoting the goals and mission of the program.
- Provides oversight and direction for cooperative planning with other agencies.
- Sets high standards and expectations for self and others.
- Demonstrates initiative in identifying potential problems and takes appropriate corrective measures.
- Uses appropriate styles and methods to motivate, gain commitment, and facilitate task accomplishment.
- Facilitates problem solving by individuals or groups.
- 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.
- Minimum of three (3) years successful experience in dealing with technology support in schools and offices.
- IT professional certification from at least one vendor from a vendor list maintained by the Director – Information Technology.
- 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 display knowledge of major hardware platforms and desktop operating systems, including but not limited to Macintosh OS and Microsoft Windows.
- Requires the ability to display knowledge of major network operating systems, including Novell Netware/OES, Macintosh OS X, and Microsoft Windows.
- Requires the ability to display knowledge of project management practices and tools to facilitate implementation of computing networks.
- Requires the ability to identify hardware and software issues relating to desktop machines, servers, and networking equipment in school environments in order to effect resolution.
- Requires the ability to organize and prioritize activities.
- Requires the ability to communicate effectively, both orally and in writing.

**PHYSICAL DEMANDS**

Medium Work: Exerting up to 50 pounds of force occasionally, and/or up to 20 pounds of force frequently, and/or up to 10 pounds of force as needed to move objects.

**WORKING CONDITIONS**

Employees in this position work in a dynamic environment that requires sensitivity to change and responsive to changing goals, priorities, and needs.

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

**Date of Revision:**