



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

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 – 6

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 service support procedures for the efficient delivery of assigned technology services.
- Assists principals, technology contacts, and teachers in assessing their technology needs and provide 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 and district-wide computing networks (including network servers, network communications equipment, desktop workstations, and peripherals) throughout the District.
- Provides project management for planning, designing, 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 the school computing networks for accessing instructional material and building collaboration across environment.
- 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 District in local, state, or national meetings and conferences.
- Communicates with vendor technical support to resolve hardware and software problems.
- Keeps supervisor informed, through proper channels, 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.
- Prepares all required reports and maintains appropriate records
- 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 two (2) years of experience in several of the following areas:
 - Data Communications
 - Distributed Processing
 - Intel-compatible/Macintosh Computer Operations
 - IOS and Android Tablet Operating Systems
 - Analysis and Maintenance of Network Infrastructure, including Cabling
 - Computer Programming
 - Installation and Networking of Intel-compatible/Macintosh Computers and peripherals
 - Network Administration
 - Windows/Mac/Linux Server Administration
- IT professional certification or equivalent as identified by the Director I – 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 Networking Systems, including Local Area Network (LAN) and Wide Area Network (WAN) cabling systems.
- Requires the ability to display knowledge of major hardware platforms and desktop operating systems, including but not limited to Macintosh OS, Microsoft Windows and iOS.
- Requires the ability to display knowledge of major network operating systems, including Linux and Microsoft Windows.
- 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: